Dinesh Hegde

**Guest service**

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Housekeeping who is open to new challenges, guest service & opportunities, learns quickly and enjoys being part of a dynamic team.

# Personal Details

**Date of Birth:** 1972-08-14

**Eligible to work in:** India

# Work Experience

## Housekeeping Sr. Supervisor

Hotel K star Beacon - Navi Mumbai, Maharashtra

June 2022 to Present

Assigning housekeeping tasks to staff and inspecting work to ensure that hotel standards are met.

Schedule staff shift and organizing staff replacement as required

Investigation & addressing complaint regarding poor hk service

Providing training to the hk staff

Taking inventory of cleaning supplies and ordering stock when needed

Making cost control SOPS Descrepency report etc in Excel word

Daily briefing with hk staff

Daily check of hk pantry and cleaning items

## Housekeeping Supervisor

Swiss Blue Hotel

January 2018 to July 2020

* Assigning housekeepng tasks to staff and inspecting work to ensure that tpstandards of cleanlinessare met. required.
* Scheduling staff shifts and organizing replacements as reuqiured.
* Investigating and addressing complaints regarding poor housekeeping service.
* Providing training to the housekeeping staff.
* Regularly taking inventory of cleaning supplies and ordering stock as needed.
* Issuing cleaning supplies and equipment to housekeeping staff as needed.
* Screening housekeeping applicants and recommending promotions, transfers, and dismissals.
* Performing various cleaning duties in instances of staff shortages.

Making checklist and SOP of Cleaning

Procedure

Daily briefing of Room Attendents

Daily check of Hk pantry stock of

cleaning items.

Cordinating with vendors for guest supplies

## Housekeeping Room Attendant

Hotel Downtown Rotana

December 2015 to December 2016

* Vacuumed rugs and carpeted area in offices, lobby & corridors
* Polished glass surfaces & windows
* Cleaned & buffed tile floors using industrial cleaning equipment
* Dusted picture frames & wall hanging with a duster/cloth
* Remove waste paper & other trash from designated areas
* Changed bed linens & collected soiled linens for cleaning
* Disinfected & mopped bathroom to keep them sanitary & clean.
* Cleaned walls, window shades & curtains
* Cleaned & changed blankets & mattresses.
* Swept & wash all hard surfaced floors.
* Moved chairs, desks & bed around rooms to clean behind & underneath them
* Spot cleaned walls, carpets and light fixtures

## Housekeeping Room Attendant

Movenpick Hotels & Resorts - Jeddah, SA

August 2013 to August 2015

* Vacuumed rugs and carpeted area in offices, lobby & corridor
* Polished glass surfaces & windows
* Cleaned & buffed tile floors using industrial cleaning equipment
* Dusted picture frames & wall hanging with a duster/cloth
* Remove waste paper & other trash from designated areas
* Changed bed linens & collected soiled linens for cleaning
* Disinfected & mopped bathroom to keep them sanitary & clean.
* Cleaned walls, window shades & curtains
* Cleaned & changed blankets & mattresses.
* Swept & wash all hard surfaced floors.
* Moved chairs, desks & bed around rooms to clean behind & underneath them
* Spot cleaned walls, carpets and light fixtures

## Housekeeping Room Attendant

Royal Garden Hotel & Resorts - Kerala, IN

March 2010 to January 2012

* Vacuumed rugs and carpeted area in offices, lobby & corridors
* Polished glass surfaces & windows
* Cleaned & buffed tile floors using industrial cleaning equipment
* Dusted picture frames & wall hanging with a duster/cloth
* Polished all metal Hardware fixtures
* Remove waste paper & other trash from designated areas
* Changed bed linens & collected soiled linens for cleaning
* Disinfected & mopped bathroom to keep them sanitary & clean.
* Cleaned walls, window shades & curtains
* Used chemicals & other cleaning equipment in a proper safe & responsible manner• Cleaned & changed bedspread, pillow cove, mattress protector blankets & mattresses.
* Verified that all storage areas& carts were clean & well-organized.
* Swept & wash all hard surfaced floors.
* Moved chairs, desks & bed around rooms to clean behind & underneath them
* Spot cleaned walls, carpets and light fixtures
* rugs and carpeted area in offices, lobby & corridors
* Polished glass surfaces & windows

## Housekeeping Room Attendant

Ramada Hotels & Suites

February 2009 to February 2010

* rugs and carpeted area in offices, lobby & corridors
* Polished glass surfaces & windows
* Cleaned & buffed tile floors using industrial cleaning equipment
* Dusted picture frames & wall hanging with a duster/cloth
* Polished all metal Hardware fixtures
* Remove waste paper & other trash from designated areas
* Changed bed linens & collected soiled linens for cleaning
* Disinfected & mopped bathroom to keep them sanitary & cleaned
* Cleaned walls, window shades & curtains
* Used chemicals & other cleaning equipment in a proper safe & responsible manner• Cleaned & changed mattress protector, pillow cover, blankets & mattresses
* Verified that all storage areas& carts were clean & well-organized.
* Swept & wash all hard surfaced floors
* Moved chairs, desks & bed around rooms to clean behind & underneath them
* Spot cleaned walls, carpets and light fixtures

## Housekeeping Room Attendent

Hotel Lotus Suites - Mumbai, Maharashtra November 2002 to May 2003

* Cleaned & buffed tile floors using industrial cleaning equipment
* Dusted picture frames & wall hanging with a duster/cloth
* Polished all metal Hardware fixtures
* Remove waste paper & other trash from designated areas
* Changed bed linens & collected soiled linens for cleaning
* Disinfected & mopped bathroom to keep them sanitary & cleaned
* Cleaned walls, window shades & curtains
* Used chemicals & other cleaning equipment in a proper safe & responsible manner• Cleaned & changed mattress protector, pillow cover, blankets & mattresses
* Verified that all storage areas& carts were clean & well-organized.
* Swept & wash all hard surfaced floors
* Moved chairs, desks & bed around rooms to clean behind & underneath them
* Spot cleaned walls, carpets and light fixtures

# Education

**Higher Secondary(12th Pass)**

Mumbai University - Mumbai, Maharashtra

# Skills / IT Skills

* Fluent in English (10+ years)
* Team Work (10+ years)

# Languages

• English - Expert

# Additional Information

Best Employee of the month - 2020

Best Employee of the year- 2021

Certificate of Training and Development - 2018