



ASHISH CHAURASIA

EXECUTIVE HOUSEKEEPER

TECHNICAL QUALIFICATION

CONTACT

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Kunj Nagar, Behind Science College, Near
Balaji Stone Factory, Shivpuri (M.P)-
473551

EDUCATIONAL QUALIFICATION

- B.Com. from Jiwaji University, Gwalior (2004)

- 3 years Diploma in Tourism (Hospitality Management) I.H.M Gwalior affiliated to NCHMCT (2007).

COMPUTER QUALIFICATION

- D.C.A. & Internet Programming from GIST University (2005).

OBJECTIVE

To be in a challenging position professionally where I can make the best of my knowledge, experience and skills to contribute affectively in personal as well as organizational growth.

PROFESSIONAL EXPERIENCE

CURRENT EMPLOYMENT

Hotel VIJAN MAHAL JABALPUR – Since Nov-2018

- Managing Housekeeping Operations, costing and Budgets
- Oversees all lost and found procedures.
- Inventories stock to ensure adequate supplies.
- Ensures guest room status is communicated to the Front Desk in a timely and efficient manner.
- Works effectively with the Engineering department on guest room maintenance needs.

INTERNSHIP

- 1-year Industrial Training from “Usha Kiran Palace” (a Heritage property of Taj) in the following departments:
 - House Keeping;
 - Front Office;
 - Food and Beverage Service;
 - Food Production.

PERSONAL DETAILS

Date of Birth: 23rd January 1982

Father's Name: Shri S. S. Chaurasia

Nationality: Indian

Marital Status: Married

Languages known: Hindi & English

Hobbies: Sketching, Computer Programming and Surfing

REFERENCES

- Mr. Sarwanjeet Singh Puri
Corp. Executive Housekeeper
Fortune Hotels (ITC Group)
Contact No. 09876180032

- Understands and complies with loss prevention policies and procedures.
- Ensures all employees have proper supplies, equipment and uniforms.
- Assists in supervising an effective inspection program for all guestrooms and public space.
- Manages linen inventory and guest supplies and assists in the ordering of supplies as necessary.
- Supervises Housekeeping and all related areas in the absence of the General Manager.
- Observes service behaviours of employees and provides feedback to individuals & continuously strives to improve service performance.
- Ensuring Exceptional Customer Service.
- Handles guest problems and complaints seeking assistance from supervisor as necessary.

- Assists in the review of comment cards and guest satisfaction results with

- Mr. Sachin Kumar
Director F&B
Smart Group PVT Ltd. (Modi Group)
Contact No. 07088493884,

employees.

- Sets a positive example for guest relations.
- Responsible for all operational related training & equipment operating for all team members.
- Responsible for the implementation of cleaning schedules for all areas and follow-up.
- Ensure all Housekeeping staff is complying with the company standards regarding dress and appearance.
- Brief assigned housekeeping staff, schedule duties and tasks and ensure follow-up.
- Responsible for coordinating with the General Manager to ensure compliance with sanitation/FFS standards and procedures within the Housekeeping Dept.

ADDITIONAL RESPONSIBILITIES

- Ensure that all paperwork assigned is completed and submitted in a timely manner to the General Manager.
- Responsible for follow up all daily work orders & submission to the General Manager.
- Assist with the evaluation of team members and inform the General Manager of any candidates suitable for promotion.
- Ensure that all accidents are immediately reported to the Housekeeping Mgr & Chief of Security.
- Report accomplished tasks to the General Manager on a day-to-day basis.
- Perform other duties as directed by the General Manager.

- Created a work environment that promoted team work, recognition, mutual respect & employee satisfaction.
- Monitor performance and expenses against budgets on a regular basis & Maintain Quality, standards and maximum utilize of departmental resources.
- To encourage and develop staff to become multi skilled & improve efficiency standards to ensure better performance.
- To create a participatory environment and encourage feedback and accordingly bring about improvements in the work- place.

PREVIOUS EMPLOYMENT

- **SMART GROUP OF COMPANIES (MODI GROUP)**

Executive Housekeeper

Nov-2016 to Oct-2018 (Pre-opening)

- **RAMADA PLAZA & CONVENTION CENTER (LUCKNOW)**

Exe. Housekeeper

Apr-2015 to Oct-2016 (Pre-opening)

- **COURTYARD BY MARRIOTT, BHOPAL**

Asst. EXE. Housekeeper

Feb 2014 to 20-Mar-2015

- **RADISSON BLU INDORE**

Sr. HK Supervisor

Apr 2012 to Jan-2014

- **HOTELS SAYAJI LTD., INDORE**

HK Supervisor

Sept 2009 to Mar-2012

KEY SKILLS

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- Handling induction for new joiners (Senior to Junior Level).
 - Organizing and handling various training program in the hotel.
 - Conducting training for the entire departments.
 - Handling the Entire Industrial Training activities (Monthly Briefing, Training, schedule, Queries, Sourcing).
 - Handling Refresher Training for the entire employees.
 - Manage pre-joining, joining and on-boarding processes with highest level of customer service.
 - Assist in attendance, leave and payroll processing.
 - Co-ordinate and work on other life cycle processes including separation through resignation, contract expiry, retirement, exit interviews etc. with high degree of customer service.

- Manage at all times a healthy relationship with employee representative bodies to ensure employee well-being and productivity and alignment with organizations goal.
- Actively participating in organizing various events to motivate staff members.
- Preparation of Presentations & Reports.
- Organizing various employee engagement surveys, analyze and share results, conduct action planning for areas of development.

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Signature:

Date: