****

**Deepak Prasad**

**Address: Building no.998 flat no.-302 Baba Mohalla Ayanagar New Delhi 110047**

**Mobile-+917827797599, Email**[**-deepakbadoni@rediffmail.com, Skye**](mailto:-deepakbadoni@rediffmail.com,%20Skye) **id-deepak.badoni9**

**Objective**:Seeking a challenging job in an organization where I can use my skills and specialized education to achieve mine, my team and my organization’s goal & to achieve constant growth and improvement in my performance

**PROFILE SUMMARY: -**Seasoned Hospitality Professional with 16 years of experience in Housekeeping in Pre -Opening, Renovation & in Operational properties with brands like Oberoi Hotels&Resorts, Taj Hotels, Radisson Hotels, Best Western Hotels, Having working experience ofIndia, Gulf &Caribbean.

**Education and Training:**

* B.Sc from Garhwal university India
* Certified Departmental Trainer in Housekeeping from Oberoi Center of Learning and Development.
* Leadership, and supervisory toolkit Program from Oberoi Hotels & Resorts India.
* Two years On the Job Training in Housekeeping from “Ananda in the Himalayas’.(leading destination spa Resort in the world. Awarded for b**est Spa in the World & No. 1 - "Spa Retreats" by** Conde Nast Travelers Reader's Spa (U.K)

**Experiences**

[**Executive Housekeeper**](http://www.linkedin.com/search?search=&title=Executive+Housekeeper&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title)**The Hans New Delhi (February-2019 to Till Date**

• Ensures that all guest rooms, function rooms, public areas, back of the house areas and their surroundings are conform to the hotel standards of cleanliness, maintenance and orderliness.  
• Inspects hotel rooms and premises regularly; ensures that furnishing, facilities and equipment are cleaned, repaired, maintained and replaced as necessary and informs Management of requirements; sees to it that deficiencies in work of personnel are corrected.

• Briefs Housekeeping supervisors on functions, VIP arrivals and other events which will necessitate additional or special preparations.  
• Controls and sees to the adequacy of inventory of all necessary housekeeping materials, supplies and linen.  
• Finalizes reports on periodic inventories of linen and uniforms; submits same to General Manager.

• Ensure the proper scheduling of personnel in order to meet all cleaning and service and requirement daily.



[**Executive Housekeeper**](http://www.linkedin.com/search?search=&title=Executive+Housekeeper&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title) **Radisson Grenada Beach Resort(January-18 to Jan-19Grenada West Indies)**

• In charge for the entire operation of the Department (Rooms/Public Areas /Laundry/Linen). Team size 50 .Hotel has 229 rooms and 5 food and Beverage outlets.  
• Handling /Lost & found/Chemicals/Stationary /Cleaning Supplies stores-maintaining par stock, timely issue of items, placing purchase orders and follow up with suppliers.  
• Checking of room’s everyday with chief Engineer and Front office Manager for proper upkeep of Rooms. Meeting up with Guests and collecting feedback on service and upkeep of the hotel.   
• Preparation of Month end reports for Training.  
• Liaise with suppliers for procurement of different kinds of Housekeeping items.   
• Training of Housekeeping Supervisors and Executives. Coordination with Executives and Supervisors in regards to room checks, consistency in guest services cost control monitoring of associate Productivity.

. [**Executive Housekeepe**](https://www.linkedin.com/company-beta/5303719/)**r Best western plus (Doha Qatar (August 2016 to till August 2017 then Oct-17 to Dec -17 India**

Managing the day-to-day operation of the housekeeping and ensure standards and procedures are consistently applied. Managing training, Budgets, cost Equipment’s etc. (Team size 45. Hotel has 211 Rooms with 4 food and Beverage outlet and 01 night club.

Operate within departmental budgets through effective stock and cost controls and well managed schedules.  
Set departmental targets and objectives, work schedules, budgets, and policies and procedures   
Monitor the appearance, standards and performance of the Housekeeping/Laundry Team with an emphasis on training and teamwork  
Ensure team members have an up-to-date knowledge of all room categories and amenities  
Maintain good communication and work relationships in all hotel areas and with external customers and suppliers  
Ensure ongoing training

Ensure communication meetings are conducted and post-meeting minutes generated  
Manage staff performance issues in compliance with company policies and procedure.

**Country Inn & Suites By Carlson**

[**Executive Housekeeper**](http://www.linkedin.com/search?search=&title=Executive+Housekeeper&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title)**(Country Inn & Suites by Radisson) August 2013 to till August 2016 Delhi NCR India**

•Responsible for administration of the Housekeeping Department, implementing management policies and coordinating operation.   
• Responsible for comfort and cleanliness of the hotel in every aspect and makes sure that both the standards, and the image which is expected by Hotel Chain.   
• Responsible for all guest requests, problems, complaints and/or accidents presented through reservations, comment cards, letters and/or phone calls, in an attentive, courteous and efficient manner.  
• Controlling, coordinating housekeeping operations.  
• Monitoring "Lost and Found" procedures and policies according to Hotel Standards.

• Ensure training of Housekeeping personnel, i.e. Work safely, language course, customer service training etc.  
• Maintain financial records and prepare budgets.  
• Order and maintain inventory of housekeeping supplies while maintaining forecasted budget.



**Deputy Housekeeper Royal Orchid Hotels Guru gram India( October 2011 to July 2013)**

•Pre-Opening Deputy Executive Housekeeper. Prepared the Critical Path, SOPs for housekeeping and laundry departments and training plan for associates

•Directs all duties of the housekeeping operation and cleanliness levels in all areas of the property, as well as maintaining and implementing cleaning procedures

•Short and long term planning as such develop and recommend the budget, labor cost, objectives and managed within those approved plans

•Organizes and directs departmental training programs, hires new employees, and evaluates employee’s performance and working relationship

•Up keep of housekeeping and laundry inventory, handles the order and re-order of all supplies

•Ensures that company brand standards of quality and cleanliness are maintained at all times.

Ascot Hotels & Resorts

[**Housekeeping Manager**](http://www.linkedin.com/search?search=&title=Housekeeping+Manager&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title)[**Ascot Hotels & Resorts**](http://www.linkedin.com/company/874257?trk=prof-exp-company-name)**August 2010 – October 2011 Noida India**

Looking after daily Housekeeping operations, analyzing profit and loss for the department. Hiring and developing colleagues and emphasizing on training to ensure aesthetic upkeep of the hotel both interior and exterior level.

Taj Hotels Resorts and Palaces

[**Guest Service Officer**](http://www.linkedin.com/search?search=&title=Guest+Service+Officer&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title) **(**[**Taj Hotels Resorts and Palaces**](http://www.linkedin.com/company/10143?trk=prof-exp-company-name)**) December 2008 – July 2010**

 • Responsible for Guest Rooms, Public areas & Periphery areas.   
• Responsible (additional) for Long satyrs& VIP'S.  
• Supervise & Maintain high standard of cleanliness and hygiene.  
• Address guest complaints and report to Executive Housekeeper and follow up.  
• Conduct On Job training & Class room training for the staff.  
• Daily Check & Monitor the HSK pantries, HSK storage for Cleanliness & misuse.  
• Prepare & Monitor the Weekly schedule cleanings for Guest rooms & Public areas.  
• Monitor Weekly indents & Daily Consumptions for Guest and Cleaning Supplies.   
• Responsible for Guest satisfaction tracking system, Proper investigation of guest complain.

****

**Housekeeping Assistant (Certified Departmental Trainer)[Oberoi Hotels & Resorts](http://www.linkedin.com/company/17976?trk=prof-exp-company-name)**

**August 2004 – November 2008 Shimla India**

•Responsible for standards& proper cleaning of rooms.  
•Independently responsible for the guest complaints and queries related to their rooms.  
•To provide the excellent hospitality to guests  
•Responsible for training STEP trainee and H.K staff  
•completed supervisory toolkit and leadership toolkit program

**CERTIFICATIONS**

**Top of FormBottom of Form**

**Supervisory Toolkit program**

**Oberoi hotels and Resorts**

[**Certified Departmental Trainer**](http://www.linkedin.com/search?search=&keywords=Certified+Departmental+Trainer&sortCriteria=R&keepFacets=true)

Oberoi Center of learning and Development

**Leadership program**

Oberoi hotels and Resorts

### About me

**Hard working- loyal, Honest, cheerful and always smiling.**

**Marital Status-Married**

**Nationality - Indian**

**Date of Birth- 12 may 1980**

**Passport no –N9382339**

**Hobbies- Listening to music and Watching movies**