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# Diamond Richard

6360466480

***Email Id: -***[***drichard755@gmail.com***](mailto:drichard755@gmail.com)

***CAREER OBJECTIVE:***

**Using my skill and diligence, intended to seek a carrier in an organization where there is ample scope for organization and person growth any to enhance my limited Cognizance expertise.**

**Job Description**

**Responsible for all aspects of the Housekeeping operation, including rooms, training, service standards, public areas, and laundry services.  
Ensures constant adherence to organizational standards in Guest services & hygiene, cleanliness and maintenance of equipment, fittings and fixtures.  
Organizing the quarterly inventories of Supplies, Linen and Uniforms for the department.  
Plan and implement preventive maintenance and cleaning schedules for rooms and public areas.  
Monitor productivity standards and Schedule staff in order to optimize manpower.  
Review the monthly business/occupancy reports and develop a work plan.  
Ensure that all the operational standard procedures/guidelines set for all the processes/activities/situations are followed (Inventories, Key Control, Complaints handling, lost & Found articles etc).  
To plan and Forecast the revenues and cost for Housekeeping department.  
Create a work environment that is high in employee morale and provides constant learning & development and use the feedback from Employee Satisfaction Survey to draw an action plan for areas of concern.  
Ensuring cost effectiveness and proper utilization of the resources.  
Recruitment and performance appraisal / Management of the staff in the department.  
Ensure guest requirements and request are promptly and efficiently responded to and to provide personalized service to our guest to achieve guest satisfaction.  
Responsible for training and developing of the team members , Cost-control /revenue generators .inventory*. Pest Management***

***ACADEMIC QUALIFICATION:***

***B.A***

***COMPUTER SKILLS***

* ***MS-Word ,Internet and Basic,***
* ***IDS,4.5, 6.5***
* ***WINHMS,***
* ***PRISM,***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Name of the Hotel*** | ***Location*** | ***Duration*** | ***Position*** | ***Property.*** | |
| ***The Chancery*** | ***Levelly Road ,***  ***Bangalore*** | ***Sept.1999***  ***To***  ***Oct.2000*** | ***HK Asst.***  ***Training*** | ***101Rooms*** | |
| ***Golden Palms Hotel***  ***Resort & Spa*** | ***Off Tumkur Road ,***  ***Bangalore*** | ***Nov.2000 To April. 2002*** | ***GSA-Tr.*** | ***255 Rooms*** | |
| ***Hotel Nandhini***  ***&***  ***Nandhana*** | ***1.Jayanagar 4th lock.***  ***2.St. Marks Road ,***  ***Bangalore*** | ***April.2002***  ***To***  ***Jun..2007*** | ***Sr.Supv,/AHK*** | ***45+45Rooms*** | |
| ***JP Cordial***  ***JP Group of hotels.***  ***pvt. ltd.*** | ***Bangalore*** | ***July 2007***  ***To***  ***April.2008*** | ***EHK*** | ***101Rooms*** | |
| ***Gardenia Comforts Suites*** | ***Bommsandra, Electronic City, Bangalore.*** | ***Jan .2009***  ***TO***  ***May-2012*** | ***EHK*** | ***216 Rooms With 141Keys.*** | |
| ***Ramee guest line hotels.*** | ***Tirupati , A.P.*** | ***May.2012 to Jun.2013*** | ***EHK*** |  | |
| ***Hotel Leo,***  ***Minerva Group.*** | ***Nellore A.P.*** | ***Jun.2013 to***  ***Feb.2015*** | ***EHK*** | ***106 Rooms.***  [***www.hotelleo.in***](http://www.hotelleo.in) | |
| The Fern Citadel | Bangalore | June.2015 to  Dec.2016. | EHK | 118 Rooms With 10 banquet hall |
| Silent Source RESORT & Spa, | Mysore | Jan.2017 to Nov.2017 | EHK | 77 Rooms(285 acre) |
| Ramee Guest Line hotel & resort | Bangalore | Dec.2017 to  May 2018 | EHK | 96 Rooms (5 acre ) |
| Pai group of hotel | 1.Pai Viceroy, Tirupati  2.The President, Hubli | Oct.2018 to  Feb.2020 | EHK | 77 ROOMS  66 ROOMS |
| Morpho Group Of Hotels | Calangute North, Goa. | Feb.27th  Till date | EHK | 61 rooms |

***PERSONAL DETAILS:***

# *Name* *:* *Diamond Richard*

***Father’s Name***  ***:*** ***Late J. Richard***

***Date of Birth*** ***:*** ***30-08-1980***

***Sex***  ***:*** ***Male***

***Marital Status***  ***:*** ***Married***

***Nationality***  ***:*** ***Indian***

***Permanent Address : Ward no.18,***

***Village-kothi tola,***

***Mirzapur, Dumaria,***

***Post- Bistoria,***

***P.S. Raniganj. district –Araria,***

***Bihar-854334.***

***Present Address : #42, Hari Nilaya, 2nd cross,***

***kumar layout,Indlabelli,***

***Attibele, Bangalore.***

***Languages known*** : ***Kannada, English, Hindi, Bengali.Telgu,***

***Bhojpuri, Methli ,***

***I hereby declare that all above written particulars are correct to best of my knowledge***

***& belief.***

***D.Richard***

***DIAMOND RICHARD***

***Date 17th April. 2021***

***Reference :***

1. ***Mr.Krishna,***

***HRM, The Fern citadel,***

***Bangalore, 9964214869***

1. ***Mr.Madan Mohan M***

***General Manager***

***Pai Viceroy***

***Tirupati.***

***9505877774***

1. ***Mr.Sukomal Sarkar***

***General Manager,***

***Morpho Group of hotel***

***Calangute north Goa.***

***9535680005***