

**Harshad Padte**

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***OBJECTIVE***

To join as Housekeeping Manager and contribute guest experience whilst also growing and developing myself.

## *WORK EXPERIENCE*

* Worked as Housekeeper in Orchid Hotel (Ecotel) in Mumbai airport from 1997 to 2002.
* Worked as Room attendant and Floor supervisor in P&O Cruises from 2002 to 2010.
* Worked as Assistant Housekeeping manager in Lalit intercontinental hotel in Mumbai airport from 2010 to 2012.
* Back to P&O Cruises as Assistant Housekeeping Manager from 2013 to 2019.
* Working with Apollo Cruises as Assistant Chief Housekeeper from 2019 until now.

**Apollo cruises & P&O Cruises** (Carnival UK/ Carnival Corp)

**Assistant Manager, Housekeeping**

Responsibilities

* Audit staff Hours of Work/Rest records
* Complete performance reviews and appraisals
* Manage performance improvement within the team
* Investigate, manage and complete minutes for disciplinary and grievances’
* Inspect & monitor areas of responsibility; including pantries, lockers, launderettes, general areas &
* cabins
* Monitor stock levels and requisition new stock from stores as required; including consumables,
* chemicals, cabin amenities, equipment and linen
* Follow up on Guest feedback and take necessary action as required
* Report and respond to Guest feedback
* Implement, manage and document the execution of cleaning schedules and duty programmes
* Produce rotas, and ensure staff are deployed on watches accordingly
* Manage the berthing and deployment of the Housekeeping team
* Implement, manage and execute Public Health Policy & Procedure within areas of responsibility
* Manage the collection and delivery of baggage to cabins
* Audit Suites – all Suites to be checked at least once per calendar month
* Assist with the management of the Laundry Operation
* Supervise the activity of the Butlers and Housekeepers (Deck) and provide advice where needed
* Deputize for the Housekeeping Manager when necessary

Achievements

* Regularly achieve and exceed guest satisfaction score targets. For example, have exceeded targets for all but one voyage during my current tour of duty.
* Have a record of success and earning recognition for my team. For example, during this tour of duty I have been awarded the ‘Team of the Month’ award two consecutive months for my Laundry Department.
* I have a track record of doing whatever it takes to achieve my targets. During my current tour of duty for example, I have achieved my revenue targets for 100% of my cruises.

## *EDUCATION*

* Hotel Deploma-- Completed from Maharashtra Board.
* Higher Secondary School examination from Chambur English College of Commerce, and Arts
* Secondary School examination from Chambur English
* First Aid Certified- Carnival UK
* Certified, Integrated Pest Management Level 3- Nutristat/ Carnival UK
* Food Hygiene Course from UK
* Quality Customer Service training for the Tourism Industry from UK
* Handling Man Power Training from in UK
* Management of Health and Safety in UK
* STC W 95 Form UK
* Chemical Handling.

## *REFERENCES*

Available upon Request