**Address :** VISHAKAPATNAM

NEW GAJUWAKA, PEDHAGANTYADA, 530026

**Phone :** +91 9666820421,8500760789

**Emal:** jagadeesh.dontham@gmail.com

**SKILLS**

* Topmost priority Guest experience with safety
* Cost controls
* Employee management
* Day Analysis
* Operational improvement
* Workflow planning
* Sales presentations
* Team management
* Exercising and playing
* Business growth and retention
* Goal development
* Procedures implementation
* Strategic planning
* Budgeting
* Hiring and training
* Training and development
* Trend assessment

JAGADEESWARA RAO.D

# PROFESSIONAL SUMMARY

* ******Excellent customer service skills.
* Commercial awareness.
* Flexibility.
* Communication skills.
* Problem-solving skills.
* Teamwork skills.
* Stress Management.
* Passion.
* Inventiveness.
* Effective planning
* Responsibility.
* Social Skills.
* Knowledge of Product.

# WORK HISTORY

## Executive Housekeeper, 05/11/2020 to Till the date

## Sunray Village Resorts, Visakhapatnam, India

* Provided training to staff members as pre hotel standards.
* Inspected guest rooms and public areas for cleanliness.
* Coordinated with customers to resolve all hotel policies queries.
* Monitored staff performance and ensured smooth and efficient operations.
* Ensured compliance to safety and security regulations for emergency situations.
* Prepared estimate of labor costs and ensured compliance to budget.
* Designed and implemented hotel procedures for department.
* Prepared all paperwork for department to be presented to management
* for optimal area coverage and customer satisfaction
* Supervised all areas of restaurant/rooms/public area to keep it clean and well-maintained
* Immediately resolved issues with patrons by employing careful listening and communication skills.
* Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business
* Applied knowledge of previous supply needs and forecasted business levels to estimate required supplies
* Adjusted meal portions based on costs, availability, and planned recipes to optimize restaurant revenue
* Maintained high food quality standards by checking delivery contents to verify product quality and quantity
* Prepared operational reports and analyses and made appropriate
* Goal development
* Procedures implementation
* Strategic planning
* Budgeting
* Hiring and training
* Training and development
* Trend assessment
* Guest experience with safety

Recommendations to address progress and negative trends

* Engaged with customers, offering menu information, providing suggestions, and showing genuine appreciation for business
* Increased profits with enhanced inventory oversight and strategic pricing adjustments
* Maintained safe working and guest environment to reduce risk of injury and accidents.

## Executive Housekeeper, 06/2019 to 11/2020

## Palm Beach, Visakhapatnam, India

* Train and develop staff to meet company requirements.
* Cultivate positive atmosphere with motivated high-performance employees.
* Adhere to operating budgets and correct for shortfalls.
* Create and maintain interior and exterior standards of cleanliness.
* Forecast needs and adjust staffing levels as required.
* Covid-19 (Corona virus) Awareness training completed.
* ALL Safe preventive measures for everyone.
* Guest safety and hygiene maintain.
* Guest welcome sanitary guidelines post Covid -19
* Developed, implemented, and managed business plans to promote profitable food and beverage sales.
* Led and directed team members on effective methods, operations, and procedures.
* Purchased adequate quantities of necessary Housekeeping items, including Laundry, pools, equipment, and supplies
* Created fun team building activities to engage staff in up-selling to meet revenue targets
* Correctly calculated inventory and ordered appropriate supplies
* Carefully interviewed, selected, trained, and supervised staff
* Skillfully interacted with external vendors to obtain best quality in pricing and product
* Cost control
* Strategically developed effective marketing plans to increase sales and profits while managing costs
* Clearly and promptly communicated pertinent information to staff, such as large reservations or last-minute menu changes
* Conducting practical training for staff.
* Quickly identified problem situations and skillfully resolved incidents to satisfaction of involved parties
* Interacted positively with customers while promoting hotel facilities and services
* Conducted health, safety, and sanitation process evaluations to identify and remedy any violations immediately
* Effectively managed payroll and timekeeping, including completion of proper paperwork for new hires and terminations

## Assistant Executive housekeeper,10/2016 to 05/2019

## The Chancery pavilion, Bangalore, India.

## H.K Executive, 10/2015 to 10/2016

## The Park hotel, Visakhapatnam, India

**H.K Supervisor, 10/2011 to 09/2015**

**The Leela**, **Goa, India**

**Housekeeping Associate, 08/2008 to 08/2011**

**The Leela palace, Bangalore, India.**

# EDUCATION

**MATRICULATION, 03/2001**

**Z.P.H.S –** **M.S.PALLI, SRIKAKULAM, INDIA**

**INTERMEADIATE, 03/2003**

**GOVT-JR COLLEGE, SOMPETA, SRIKAKULAM, INDIA.**

**GRADUTION, 05/2015.**

**A.B.O.U –ICHAPURAM, SRIKAKULAM, INDIA.**

## 3 YEARS DIPLOMA IN HOTEL MANAGEMENT, Hotel Management,

**03/2010**

**IIMHM, HOWRAH, INDIA**

# LEISURE TIME

Leisure time i spend more time with family & Friends sometimes playing chess with friends.

# ADDITIONAL INFORMATION

**Achievements & Performance**:

* Reported a safety hazard regarding the house wiring before any dangerous consequence could transpire.
* Reduced cleaning supplies cost by Rs.6000/- per month by suggesting more economical alternatives.
* Increased guest satisfaction by 100% by employing round-the-clock cleaning services for guests arriving during nocturnal hours.
* Introduced and implemented infection control practices that significantly reduced infection risks for hospital visitors.
* Designed and implemented core housekeeping policies and procedures that are still being followed by the hotel.
* Created strict housekeeping schedules which decreased absenteeism by 30%.
* Trained 40 new employees to work as members of the housekeeping staff.
* Strategized cleaning activities thereby ensuring that no floor is left unattended at any point during the day.
* Systematized solid supplies inventory system that brought down supplies misuse and loss by 90%.
* Introduced a sewing and repairs department within housekeeping which generated 15% of the housekeeping revenue.
* Received commendation by all guests serviced during the years 2020 and 2021.
* Suggested alterations to bathrooms so that guests with special needs can be accommodated.

# PERSONAL INFORMATION

**Exposure Training**

* + The Leela Beach Resort, Goa.

**System Proficiency**

* + Proficient in WORD, EXCEL, POWER POINT.
  + Conversant with micros Symphony Hospitality software program
  + Proficient working in IDS, Material Control store software.

**My data**

Date of Birth: 17/01/85 Nationality: Indian Marital Status: Married

Passport Number: U7877431

**Languages**

English, Hindi, Oriya, Tamil & Telugu.