**PAPPU SINGH**  

**Phone Number: +91 7259462210/+917488054286.**

**Email:** [**spappu254@gmail.com**](mailto:spappu254@gmail.com) **Skype ID:spappu254@gmail.com**

**Career Objective: Looking for an Executive Housekeeper position to manage entire housekeeping and laundry operations of the organization and ensure compliance with the local, state, and federal guideline in hygiene and cleanliness.**

* **Computer skills, Interpersonal skills, Executive management skills, Training and coaching skills, Manpower planning and scheduling skills, Report writing skills.**

**SPECIAL SKILLS**

* **Comprehensive problem solving abilities, excellent verbal and written communication skills, ability to deal with people diplomatically, willingness to learn, team facilitator & hard worker.**

**COMPETENCES**

* **Room Division Management**
* **Product & Service Knowledge**
* **People Management**
* **Crisis Management**

**PROFESSIONAL EXPERIENCE**

**Housekeeping Manager**

**Best Western Hotel Zirakpur Punjab From 01 Aug..2020 till present with 74 keys Two Banquet , Two restaurant , One bar, One spa,Laundry.**

**Assistant Housekeeper**

**Stella Hotel Bathinda Punjab:**

**23 May 2019- 30 July…2020, with 44 keys property and Bqt 3 Restaurant of cover 80 Swim pool, Laundry.**

**Royal Orchid central Shimoga Bangalore:** ***Senior Executive***

**With 108 keys properties with Bqt 2 Restaurant of cover 100**

**22 November 2018 till 22 May 2019.**

**Uva meridian bay resort, Mangalore Senior Housekeeping Executive**

**45 keys of property One Restaurant, two Bqt.. Swimpool, Laundry with 1500 pax capacity marriage hall**

**10th November 2017- Till November 2018.**

**Golden tulip Electronic city Bangalore Housekeeping Supervisor**

**75 keys of property One restaurant One Bqt.. Hall with Swim pool.**

**10th October2016 - 20 October 2017.**

**Clarks Exotica Resort Bangalore . Housekeeping Trainee Supervisor**

**Kays 143 of property 5 Bqt hall Three Restaurant, Two swim pool, one laundry and 3000 pax capacity marriage hall (Canferance Hall)**

**24 November 2015– 0 9th June 2016.**

**Club Mahindra Sherwood Mahabaleshwar Poona. Housekeeping Room Attendant**

**Keys 64 of property one restaurant, one canferance hall, one swim pool.**

**17th September 2013– 21 November 2015.**

**Golden Palms Resorts and Spa Mussorie Uttarakhand. Trainee for all departments . From 01-Dec-2012-1May 2013.**

**Duties & Responsibilities.**

* **Daily Quality checks & ensuring positive feedbacks from guests.**
* **Ensuring smooth check-in & check out process for guests.**
* **Responsible for cleanliness, orderliness and appearance of the entire Hotel.**
* **Ensure that rooms are made as per company standard.**
* **Prepare Annual Housekeeping Budget.**
* **Maintain Inventory of guest supplies, cleaning supplies, linen and uniform & fixed assets.**
* **Pay particular attention while organizing pest eradication activities.**
* **Develop and implement Housekeeping systems and procedures**
* **Prepare reports for management information.**
* **Assist Purchase department in selecting suppliers for items related to Housekeeping.**
* **Plan, control and supervise Horticultural activities.**
* **Attending and resolving guest complaints.**
* **Verification of supplies consignments.**
* **Organize on-the job training and evaluate its effectiveness.**
* **Approval of the Functional Manual of the department.**
* **Recommend recruitment of new personnel.**
* **Daily inspection of public areas and employees locker rooms.**
* **Daily briefing of Supervisors/ Executives.**
* **Coordinating the preventive maintenance schedule of rooms and public area with maintenance department.**

**SCHOLAR**

**Diploma Hotel Management & Hospitality Administration from Franklin Bareilly UP) 2011 -2012.**

B. A. From M.J.P. RUHELKHAND University Bareilly UP From 2010 -2012

**PERSONAL DETAILS:**

**Date of Birth : 20/07/1988**

**Languages Known : English, Hindi.**

**Address : Marhaurah , Saran**

**Bihar- 841418.**

**Father’s Name : Mr. Shivnath Singh.**

**Nationality : Indian**

**Marital Status : Married.**

**Passport No : Z3044832**

**DECLARATION**

**I hereby declare that all the Information Furnished Above are true to the best of my Knowledge and belief.**

**\_\_\_\_\_\_\_\_\_\_\_\_ Pappu Singh.**