

H. RAJESH RAWAT



CAREER OBJECTIVE

To be an outstanding professional and to exceed guest expectations using my knowledge and experience of managing a team.

To emerge as a leader, facing new challenges every day and creating a productive environment by encouraging team members with effective leadership.

JOB PROFILE

Hilton Hotel and Resort.

Hilton Doha.

HOUSEKEEPING SUPERVISOR.

Managing operations related to Floors, Public Area & Laundry

Assisting the Executive Housekeeper and Ass. Executive Housekeeper in the overall administration of Housekeeping Operations.

RESPONSIBILITIES:

- Responsible for opening and coordinating each day to ensure efficient cleaning and time requirements were met.
- Work effectively with engineering department on guest room and public area maintenance needs.
- Check and Inspect guest rooms for maintenance and cleanliness.
- Constantly monitoring key performance indicators for the department and take corrective action.
- In charge of key areas like Lost and Found section and Stores.
- Conduct training sessions for the team to enhance knowledge & skills.
- Ensuring team members are fully trained on all hotel systems, procedures to ensure safety.
- Efficiently managing a team of assistants, general cleaners and building cleaners.
- Assist the EHK in Monitoring inventory and discard process.
- Assist the manager in annual budgeting.
- Handle guest queries and complaints related to the department.
- Adopting guest-oriented approach by guest interaction & working positively on guest feedback

PROFESSIONAL EXPERIENCE

Hilton Hotels & Resorts.

Hilton Doha.

23rd Nov 2018

Supervisor.

The Oberoi Hotels & Resorts.

Trident Jaipur.

16th June 2014

Housekeeping Assistant & Supervisor.

Total Supervisory Exp : 5 Years.

PERSONAL INFO.

Date of Birth :18/03/1993
Language :Hindi, English
Marital Status :Married
Nationality :Indian
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+974 66517895 (WhatsApp Number)

EDUCATION QUALIFICATION

- Completed my graduation in hotel and tourism management from Institution of hotel management- Dehradun in 2014.
- Completed Industrial Training from Ananda in the Himalayas in 2012.
- Completed my Schooling from Kendriya Vidhyalaya - Rishikesh in 2011.

ACHIEVEMENTS & ACTIVITIES

- Assist the EHK in successfully launching the Qatar clean programme in the hotel.
- Assist the EHK in implementing the Hilton clean stay.
- Created all new SOP's for Housekeeping and Laundry, specific to Covid-19.
- Trained all the staff with the new SOP's and policies before Re-opening the hotel during Lockdown.
- Successfully completed 'Train the Trainer Programme' from Hilton Doha in year 2019.
- Successfully completed the training on Fire and safety procedure.
- Endowed special recognition "Pride of the Oberoi hotels and resorts" for dedicated performance at The Trident Jaipur in year 2017.
- Successfully completed 'Supervisory Development Programme' Awarded by Oberoi Hotels & resorts, Jaipur India in the year of 2016.
- Successfully completed ' Certified Department Trainer' programme from the oberoi group to enhance the skills of employees in year 2015.
- Recognized Four times as "employee of the month" at The Trident Jaipur.

DECLARATION

I hereby declare that all the information mentioned above is true to the best of my knowledge.