



## **Resume**

### **Subhadip Basu**

Contact No. +91 9123817682

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#### **Career Aspiration:**

To be the part of an organization that provides me with opportunities & challenges, which will assist me to further develop on my abilities to learn, grow & explore in the field of Management & Guest Service. The Ideal position would allow me to share my experience for better result to the company as well as to the customer.

#### **Strengths:**

- Self confident
- Good communication skills
- Knowledge of computers
- Quick learner
- Willingness to learn

#### **Qualifications:**

- W.B.B.S.E. ARBALIA J V HIGH SCHOOL, 2009
- Passed Secondary School Certificate Examination
- W.B.C.H.S.E. ARBALIA J V HIGH SCHOOL, 2011
- Passed Higher Secondary School Certificate Examination
- Completed B.Sc. Hospitality Management from INSTITUTE OF HOTEL MANAGEMENT, GANGTOK, 2015

#### **Professional Work Experience:**

Working as **Executive Housekeeper** at AMARPREET by AM HOTEL KOLLECTION, AURANGABAD (03/09/2022-Present).

**Duties and Responsibilities:**

- Taking care of cleanliness, orderliness and appearance of the entire Hotel.
- Attending and resolving guest complaints.
- Checking rooms are made as per company standard.
- Daily inspection of public areas.
- Preparing Annual Housekeeping Budget.
- Maintaining par stock of guest supplies, cleaning supplies, linen and uniform.
- Paying particular attention while organizing pest eradication activities.
- Organizing inventories with Accounts and General Store for linen, uniform and fixed assets.
- Developing and implementing Housekeeping systems and procedures.
- Preparing reports for management information.
- Assisting Purchase department in selecting suppliers for items related to Housekeeping.
- Planning, controlling and supervising Horticultural activities.
- Verification of supplies consignments.
- Organize on-the job training and evaluate its effectiveness.
- Approving of the Functional Manual of the department.
- Recommending recruitment of new personnel.
- Daily briefing of Supervisors/ Executives.
- Coordinating the preventive maintenance schedule of rooms and a public area with the maintenance department.
- Stress Management & motivating staffs towards their job role.

Worked as **Executive Housekeeper** at PEARLTREE HOTELS & RESORTS, PURULIA (19/10/2021-31/08/2022).

**Duties and Responsibilities:**

- Taking care of cleanliness, orderliness and appearance of the entire Hotel.
- Attending and resolving guest complaints.
- Checking rooms are made as per company standard.
- Daily inspection of public areas.
- Preparing Annual Housekeeping Budget.
- Maintaining par stock of guest supplies, cleaning supplies, linen and uniform.
- Paying particular attention while organizing pest eradication activities.
- Organizing inventories with Accounts and General Store for linen, uniform and fixed assets.
- Developing and implementing Housekeeping systems and procedures.
- Preparing reports for management information.
- Assisting Purchase department in selecting suppliers for items related to Housekeeping.
- Planning, controlling and supervising Horticultural activities.
- Verification of supplies consignments.

- Organize on-the job training and evaluate its effectiveness.
- Approving of the Functional Manual of the department.
- Recommending recruitment of new personnel.
- Daily briefing of Supervisors/ Executives.
- Coordinating the preventive maintenance schedule of rooms and a public area with the maintenance department.
- Stress Management & motivating staffs towards their job role.

Worked as **Executive Housekeeper** at ADHVASAHA BEACH SPA RESORT, ANDAMAN & NICOBAR ISLAND (21/12/2020-30/09/2021).

**Duties and Responsibilities:**

- Taking care of cleanliness, orderliness and appearance of the entire Resort.
- Attending and resolving guest complaints.
- Checking rooms are made as per company standard.
- Daily inspection of public areas.
- Preparing Annual Housekeeping Budget.
- Maintaining par stock of guest supplies, cleaning supplies, linen and uniform.
- Paying particular attention while organizing pest eradication activities.
- Organizing inventories with Accounts and General Store for linen, uniform and fixed assets.
- Developing and implementing Housekeeping systems and procedures.
- Preparing reports for management information.
- Assisting Purchase department in selecting suppliers for items related to Housekeeping.
- Planning, controlling and supervising Horticultural activities.
- Verification of supplies consignments.
- Organize on-the job training and evaluate its effectiveness.
- Approving of the Functional Manual of the department.
- Recommending recruitment of new personnel.
- Daily briefing of Supervisors/ Executives.
- Coordinating the preventive maintenance schedule of rooms and a public area with the maintenance department.
- Stress Management & motivating staffs towards their job role.

Worked as **Housekeeping Executive** at HOTEL HINDUSTHAN INTERNATIONAL, KOLKATA (23/04/2019-18/06/2020)

**Duties and Responsibilities:**

- Providing Training for maintaining the SOP.
- Managing time and making of duty schedule.
- Managing equipments and supplies.
- Providing customer service.

- Coordinates work activities among departments.
- Investigates complaints regarding hk services and equipments and takes corrective action.
- Inventories stock to ensure adequate supplies.
- Evaluates records to forecast department personnel requirements.
- Prepares reports concerning room occupancy, paroll and department expenses.
- Select and purchases new furnishings.
- Performs cleaning duties in case of emergency or shortage of staff.
- Records data regarding work assignments, personnel actions and time cards and prepare periodic reports.
- Attends staff meetings to discuss company policies and patrons complaints.

Worked as **Housekeeping Executive** at PVR LTD, KOLKATA (07/08/2018-20/04/2019)

**Duties and Responsibilities:**

- Checking of cleaning.
- Allocation of staffs according the requirement.
- Making of duty roaster.
- Handling guest complaints.
- Making of purchase requisition.
- Taking care of inventory and par stock.
- Providing training for maintaining SOP.
- Dealing with vendors and suppliers.

Worked as **Housekeeping Supervisor** at SENSES HOTEL, KOLKATA (12/03/2018-05/08/2018)

**Duties and Responsibilities:**

- Checking of guest rooms.
- Making of staff duty roaster.
- Handling guest complaints.
- Staff allocation according to the situation.
- Providing Training for maintaining the SOP.
- Taking care of room inventory and par stock.

Worked as **Housekeeping Room Attendant/Desk coordinator** at FLORA CREEK HOTEL APARTMENT, DUBAI (22/10/2016 – 01/02/2018)

**Duties and Responsibilities:**

- Cleaning and making of guest rooms.
- Taking care of designated area.
- Taking care of store items.

- Taking care of lost & found items.
- Attending and passing guest calls and request.
- Give and take proper handover to next and previous shift.

Worked as **Housekeeping Room Attendant** at RADISSON BLU RESORT AND SPA, ALIBAUG (01/06/15- 30/07/16)

**Duties and Responsibilities:**

- Cleaning and making of guest rooms.
- Feeling occupancy report.
- Feeling of room attendant card.
- Set the pantry and allocated area.
- Maintaining silence in guest area.
- Replenish of guest amenities in guest rooms.
- Give and take proper handover to next and previous shift.

**Industrial Training Exposure:**

THE PRIDE HOTEL, Kolkata, India (16/12/2013 – 13/04/2014)

- Food and beverage service
- Front office
- Food production
- House keeping

**Computer Literacy:**

- MS-Word, MS-Excel, MS-Access, MS- Power- Point.
- Opera system, Exceed (Hotel Software).
- Triton and IDS (Hotel software).
- E-mail & Internet Browsing (MS Outlook).

**Personal Details:**

- Full Name : Subhadip Basu
- Father Name : Manas Kumar Basu
- Date of Birth : 16/04/1994
- Place of Birth : Arbalia
- Nationality : Indian
- Religion : Hinduism
- Passport No. : N-9409256
- Marital Status : Single
- Sex : Male
- Height : 5.7 feet.

- **Weight** : 68 kg
- **Permanent Address** : **P.O.+Vill-Arbalia,P.S-Baduria,Dist-North24 Parganas,Pin-743437**
- **Contact No** : **+91 9123817682**

**Language Knows:**

- **English, Hindi and Bengali** - Good in speaking & writing

**Hobbies:**

- Listening to Music,
- Internet Browsing & Computer Gaming

**Thank you and Kind Regards,**

**Subhadip Basu**

**Date:** \_\_\_\_\_