

SUNITA SINGH**Contact No: +91 9682193411****E-mail: sunitasingh18801@gmail.com****An Overview****12 - Years of experience in Housekeeping Operations in hotels.**

Participator management professional housekeeper Progressive leadership experiences have created a passion. PROVEN & rewards for the team achievement. Derive genuine pleasure from transforming high potential staff into outstanding leaders demonstrating the creativity critical to financial and operational success.

- Housekeeping operation management
- Inventory control`
- Guest relationship and management
- Team building and staff retention
- Operations and maintenance

ACADEMIA

- Completed three years Diploma in Hotel Management from Allahabad. (2008)
- Intermediate from N.Z Inter College Ballia, Uttar Pradesh (2005)
- High School from "Project Girls High School Patna" (2002)

CAREER PATH

ROLE POSITION HELD	COMPANY/PERIOD
Corporate EHK	Currently working with the Rah Bagh Hotels & Resort as Corporate EHK in Srinagar, Jammu & Kashmir
Executive Housekeeper	Worked with The Regenta Rajkot Gujrat (A Hotel by Royal Orchid Group of hotels) as an EHK (Nov-2019 to June -2021)
Executive Housekeeper	Worked with Amatra Group (UK) as an Executive Housekeeper (May-2018 to Nov-2019)
AMHK(HOD)	Worked with Durs Virk Court Mussoorie (UK) as an Assistant Manager Housekeeping & Promoted as an EHK (April- 2017 to April-2018)
Sr. Supervisor	Worked with the Khyber Himalayan Resort & Spa Gulmarg as Senior Supervisor in Housekeeping Department. (April-2016 to Mar-2017)
Desk Supervisor	Worked with The Lalit Grand Palace Srinagar as a Desk Supervisor in Housekeeping Department from (July- 2012 to Mar-2016).
Guest Service Associate	Have done one year work in Hotel Kanha Shyam as a Guest Service Associate. (April- 2011 to March-2012)

ACHIEVEMENTS

Awarded with "The Best-Groomed Female" in December 2014 by The Lalit Grand Palace Hotel Srinagar (BHL) (Jammu & Kashmir).

Achieved Appreciation Letter in January 2016 the Lalit Grand Palace Hotel Srinagar (BHL.) (Jammu & Kashmir)

Awarded with "Best Groomed Employee" in April-2016 The Lalit Grand Palace Srinagar (BHL.) Jammu & Kashmir

CORPORATE EXECUTIVE HOUSEKEEPER

- Analyze and recommend best practices and technology in hospitality.
- Handle guest requests and complaints with care and follow up effectively enhance Guest satisfaction
- Daily analysis outlets reports & weekly meeting with outlet in -charge
- Focus on the monthly budget and plan to meet the target for the monthly budget.
- Coordinate and cooperate with other departments HO
- Implement Standard operating procedure (S.O.P) and maintain the service standard and quality.
- Manage and negotiations.
- Knowledge of Software; PMS Opera, IDS, Whishnet, Prolific, Triton, Inn key, Stayflexi, To your service

CONTRIBUTION AS EXECUTIVE HOUSEKEEPER (HOD)

- Supervise and be responsible for cleanliness, order and appearance for the floor & room.
- Prepare reports as required.
- Submit performance appraisals for staff under control.
- Participates in all department meetings.
- Train all employees to perform the standards procedures as applicable to their job position.
- Develop and recommend standards procedures for the new tasks or changed conditions.
- Inspects personally and supervise inspections by assistants of all areas in a frequent Schedule.
- Develop and supervise the maintenance of the lost and found procedure including the Disbursement of unclaimed articles to employees.
- Develop housekeeping systems and procedures and see that they are followed.
- Immediate attention to complaints.
- Co-ordination the preventive maintenance schedules of all areas with the Maintenance Department.
- Forecasting the Housekeeping budget as per requirement.
- Develop & recommended standard, Procedures for the new tasks or changed conditions

CONTRIBUTION AS SUPERVISOR

- Inspect Guest rooms to ensure cleanliness and compliances the leading Quality Assurance standards of the Hotel.

Monitor room status i.e., VIP/DND etc. and effectively communicate room release/rooms to the Front Office

- Maintaining records day to day operations of Housekeeping.
- Follow up with concerned departments in case of guest's requests/complaints.

Allocate work for each staff according to point system/work load for the day

Coordination for the preventive maintenance schedules of all areas with the maintenance department.

- Responsible for preparing issue & Purchase material.

TECHNICAL ACUMEN

Operations

- Interacting with guests and assisting them for enhancing brand loyalty and guest retention.
- Maintaining the stock of material without any variance by conducting stock verification & documentation; Receipts, Issues, Handling the stock management & maintaining reduced inventory levels.

Process Management

- Ensuring adherence of all SOP's & effective control on stock losses and implement effective audits.
- Identifying capacity limitations & bottlenecks and process problems and resolving them via activity changes and resource planning.

Team Management

- Training employees, as well as preparing work schedules, job cards and assigning specific duties.
- Strong ability to coach and counsel employees to reflect service standards and procedures. Skilled at teaching, supervising, and mentoring multilingual and multicultural staff.

Guest Relations Management

- Interacting with guests for effective resolution of grievances and obtaining feedback & guest satisfaction.
- Providing consistent and exceptional standards of guest service, achieving customer satisfaction at all times and in turn maximizing profitability.
- Superior ability to effectively interact with people of diverse socioeconomic, cultural, disability, and ethnic backgrounds.

PERSONAL DETAILS

Father's name	:	Mr. Kamleshwar Singh
Date of Birth	:	04, February, 1988
Marital Status	:	Unmarried
Permanent address	:	Mahmudabad, Sitapur (Uttar Pradesh)

DECLARATION

I hereby declare that the information above is accurate and up to date to the best of my knowledge.

SUNITA SINGH