

## SURESH MOHAN



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71A,Bazzar street,

Papparapatti ,Dharmapuri-636809.

### EDUCATION

Vel's University Chennai.

B.Sc Hotel Management (2014).

Adhiyaman Boys Higher

Secondary School Dharmapuri.

High School Science Group.(2011).

### ADDITIONAL SKILLS

Basic Cooking

Food Photography

Towel Art

### PERSONAL SKILLS

Creative Flair

Self – motivated

Determined To Learn

Good Communicator

### CAREER OBJECTIVE:

To secure a position as housekeeping Supervisor of the state's most excellent service establishment and to contribute my expertise service to provide guest with a fine experience.

### CAREER HISTORY:

#### ❖ Housekeeping Supervisor

Fab Hotels Chennai - Oct 2018 to April 2020.

#### Responsibility & Authority:

- Obtains list of vacant rooms to be cleaned immediately & list of prospective checkouts or discharges in order to prepare work assignments.
- Experience with turn down service, special needs of VIP Guests, foreign dignitaries, etc. is helpful.
- Assigns team members their duties, and inspects work for conformance to prescribed standards of cleanliness.
- Prepares and distributes the Room assignment sheet and floor keys to room boys.
- Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.

- Schedules the cleaning of the room carpets, upholstery, and draperies as needed, along with deep cleaning projects and window cleaning as necessary.
- Schedules cleaning for lobby area, public restrooms, telephone areas, hallways, entrances, elevators.
- Schedules periodic major cleaning projects including carpet shampooing, cleaning of walls and baseboards, cleaning of windows, elevator doors and tracks.
- Schedules cleaning of all meeting rooms after a completed function.
- Schedules deep cleaning of all meeting rooms on periodic basis including carpet shampooing, cleaning of walls and baseboards, cleaning of windows, etc.
- Inventories cleaning supplies & linen stock to ensure adequate supplies..
- Ensure all meeting room functions are properly set up according to the requests indicated on the meeting room/event function sheets.
- Ensures guest rooms are properly secured and that proper key control procedures are utilized by the housekeeping staff.
- Advises, desk clerk, & admitting personnel of rooms ready for occupancy.
- Assists in controlling expenses by the housekeeping department.
- Review the housekeeping points on the guest feedback forms, take actions on guest complaints and also share guest compliments with staff members.
- Attend to any guest complaints and take service recovery measures if required.
- Confirm all housekeeping staff members have arrived or find substitutes for absent employees.

### **HOUSEKEEPING SUPERVISOR JUNE 2017 TO AUG 2018 ZONE BY THE PARK COIMBATORE.**

- Holding meetings with Housekeeping staff to discuss their job functions.
- Listening to, understanding, and clarifying guest concerns. Inspecting the cleaning and servicing of guestrooms and public areas.
- Approaching guests in an attentive, friendly, courteous and service-oriented manner.
- Making sure that all Guest Rooms have appropriate supplies and linens in them.
- Maintaining guest confidentiality at all times.
- Ensuring that rooms and bathrooms are cleaned on a daily basis. Inspecting guest rooms and guest areas.

- Supervising the disposal of trash and waste.
- Directing housekeeping staff to ensure a high standard of cleanliness in all public areas.
- Delegating work to meet business objectives and goals.
- Maintaining a high standard of personal appearance and grooming.
- Vacuuming carpets and mopping and sweeping tile floors.
- Training up new housekeeping staff.
- Maintaining an inventory of guest room and housekeeping supplies.
- Complying with all health and safety standards.

### **HOUSINGKEEPING SUPERVISOR APRIL 2015 – FEB 2017 TGI FORTUNA (PRE – OPEANING TEAM) HOSUR.**

- Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.
- Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
- Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.
- Coordinates work activities among departments.
- Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
- Inventories stock to ensure adequate supplies.
- Evaluates records to forecast department personnel requirements.
- Makes recommendations to improve service and ensure more efficient operation.
- Prepares reports concerning room occupancy, payroll, and department expenses.

## **TRAINEES :**

- Vivanta By Taj Surya, Coimbatore.
- Taj Club House, Chennai.
- Taj Green Cove Resort & Spa, Kovalam.

## **DECLARATION**

It is hereby declare that the best of my information is true and correct in the best of my knowledge.

Thank you

**Yours faithfully,**

Place: Dharmapuri.

Date: 10.07.2021

**(SURESH M)**