**AJIT ANANT GAWANDI**

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Seeking assignment as a HOD or relevant, Housekeeping dept. in Hospitality Management Institutions.

**PROFILE SYNOPSIS**

Enthusiastic and hardworking professional with over 12 years of experience and desire to deliver an exceptional experience. Competent in business operations with valuable background encompassing staff management and event planning. Detail oriented and able to learn new tasks quickly and effectively.

* Content development.
* Customer service centric.
* Personable and approachable.
* Understanding of different teaching strategies and techniques and how to implement them in the classroom.
* Resourceful academic advisor.
* Strategic planner.
* Motivational leader.
* Excellent facilitator.
* Innovative thinking.
* Inventory Control.

**HIGHLIGHTS**

**EXPERIENCE**

**Chhatrapati Shivaji Maharaj University**, Panvel : **Oct 2020 – Till Present**

HOD for Department of Hospitality

**Shell College of Hotel and Tourism Management**, Thane : **Nov ’17 - Oct 2020**

HOD for Department of Housekeeping

**D. Y. Patil School of Hospitality and Tourism Studies** : **Aug ‘14 - Oct‘17**

Assistant Professor (Housekeeping Department)

**Costa Crociere Cruise Line** :  **Dec ‘11 - May‘14**

Assistant Housekeeper (Housekeeping Department)

**The Westin Mumbai Garden City**  : **Jan ‘11 - Nov‘11**

Housekeeping Team Leader (Housekeeping Department)

**The Orchid Hotel**  :  **Sep ‘09 - Jan‘11**

Housekeeping Supervisor (Housekeeping Department)

**RESEARCH PAPER/ CONFERENCE ATTENDED**

* Participated in “2nd International conference on Existence of Print Media in the existence of E- Media in Hospitality Education” held on 2nd of Dec 2016 at D.Y Patil School of Hospitality & Tourism Studies, Navi Mumbai
* Participated in “6th Indian Hospitality Congress National Conference on Hospitality & Tourism” held on 5th & 6th February 2015 at D.Y Patil School of Hospitality & Tourism Studies, Navi Mumbai.
* Research paper titled “Mechanism in Hospitality industry” practiced & presented at Shell College of Hotel & Tourism Management, Thane.
* Research paper titled “An Encyclopaedia Study on Maharashtra (any) State in India” presented in the Internal Seminar at Shell College of Hotel & Tourism Management, Thane.
* Research paper titled “The effect of Social Media on Hospitality Industry” practiced & presented at Shell College of Hotel & Tourism Management, Thane.

**ACHIEVEMENTS AND ACTIVITIES**

* Awarded a Certificate as a Mentor for “Good Housekeeper” in Costa Crociere, 2012.
* Participated in Faculty development programme on **Emerging Trends in Hotel Industry"** on 17th Nov 2015 at Four Points, Vashi, Navi Mumbai.
* Attended training for “Green Practices in Housekeeping” in Hotel “The Orchid”, 2010.
* Participated in Faculty development programme on An Encyclopaedia Study on (any) State in India."on 20th oct 2018 at HILTON.
* Promoted to Principal In charge in Shell College of Hotel & Tourism Management in the year 2019.
* Conducted Workshop on “Bed Making and Room cleaning procedure” for students of D.Y. Patil School of Hospitality & Tourism Studies, Navi Mumbai 2016 & 2017 and Shell College of Hotel & Tourism Management, Thane 2018 & 2019.
* Conducted Workshop on “Cleaning Equipment and methodologies” for students of D.Y. Patil School of Hospitality & Tourism Studies, Navi Mumbai 2015 & 2016 and Shell College of Hotel & Tourism Management, Thane 2018 & 2019.

**CERTIFICATION**

* Certificate in Service Excellence.
* Certificate in control and communication.
* Certificate in Mentoring.
* Certificate in HACCP.

**EDUCATION**

2011 MBA in Hospitality & Tourism Management from JARO EDUCATION

2005 Degree in Hotel Management from JJ school of Arts

**EXPERIENCE IN DETAIL**

**Chhatrapati Shivaji Maharaj University,**

**Panvel, Navi Mumbai**

**HOD Department Hotel Management Oct 2020 – Till date**

* Helps drive organization values and philosophy and ensures all training and development activities are linked to the vision and mission of the organisation.
* Conduct and arrange House-keeping sessions for Hotel management students of all years.
* Conduct and arrange Strategic Management and Principles of Management sessions for MBA 1st and 2nd year students.-
* Conduct Managerial skills sessions for BCA students.
* Responsible for admission related coordination.
* Planning, organising and setting up of department labs.
* Responsible for co-ordinating with the hostel accommodation facilities for visiting guest lecturers of various departments throughout the University.
* Responsible for designing new training methodology to deliver specific training.
* Co-ordinating with the store for the requisition of materials for the department and the hostel.
* Currently responsible for the entire logistics and renovation of the current cafeteria for the entire university.

**Shell college of Hotel & Tourism Management,**

**Thane**

**IC Principal & HOD Department of Housekeeping Nov ‘17 – Oct 2020**

* Plan and implement strategic training and development opportunities for the students. Stimulate analytical and rational thinking.
* Develop and organize multimedia visual aids, and other educational materials.
* Analyse training needs to develop new training programs or modify and improve existing programs. To design a new learning methodology.
* Responsible for the evaluation of the Departmental internal audit.
* Plan and schedule for the Industrial training and placement of students.
* To conduct Housekeeping related Sessions/Seminars/Workshops/Competitions for students and Faculty development.
* Arranging job seminars for students & taking care of the campus placements as well as part time placements for students.
* Conduct or arrange for personal development classes for Students.
* Arrange Tourism IV for students for their practical learning.
* To work on college Social events, Organising Educational Tours / Industrial Visits / to Vineyards, Hotels and different Tourism Locations.
* To look after setting a question papers for the internal exam. Maintaining records for daily task carried out for e.g. day to day activity, students record, lesson plan, etc.
* Coordinating with various reputed hotels to understand the key trends of Hotel Industry, to provide latest information to students.
* Responsible for Admission related coordination.

**D. Y. Patil School of Hospitality and Tourism Studies**

**Navi Mumbai**

**Assistant Professor Aug ‘14 – Oct ‘17**

* Utilize experiential learning methodology to deliver product specific training.
* Plan, organize and handle various events.
* Organize and implement an instructional program. Develop and organize multimedia visual aids, and other educational materials.
* Implementing different teaching methodology. Analyse training needs to develop new training programs or modify and improve existing programs.
* To look after the different suppliers, vendors and contractors for the beneficiary of the organization.
* Organize the industrial visits for the students to the different hotels.
* Persuasive communicator. Problem solver
* Evaluate health and safety practices against the standards.
* Guiding the student’s project.
* Arrange for maintenance and repair of the equipment’s and other services. Maintaining and monitoring the garden.
* Direct, schedule, motivate and supervise the day to day housekeeping activities.
* Develop and implement research strategy in a certain field.
* Students training, development and counselling.
* Conduct orientation sessions and personal development classes for students.

**Costa Crociere Cruise Line**

**Assistant Housekeeper Dec ‘11 – May ‘14**

* Developed monthly roster for all coordinators and supervisors.
* Evaluated work of all employees and initiated disciplinary actions.
* Provided assistance to new team members and provided mentorship.
* Reviewed cleaning methods on periodical basis to ensure cleanliness.
* Analysed activities and recommended improvements to the department.
* Inspected grooming for all employees to maintained discipline.
* Ensured compliance to company guidelines and procedures, took briefing sessions on everyday basis.
* Supervised everyday operations for housekeeping department.
* Monitored inventory records for all housekeeping supplies.
* Supervised efficient working of housekeeping supervisor and room attendants.
* Developed spring cleaning schedule and coordinated with the team.
* Provided uninterrupted public relation services to all guests.
* Assisted executive housekeeper in hiring and training staff members.

**The Westin Mumbai Garden City**

**Mumbai**

**Housekeeping Team Leader Jan ‘11 - Nov ‘11**

* Responsible for planning, organizing and implementing all deep cleaning and cycle
* Job projects for guestrooms and public areas.
* Ensure safe working environment at all times and that all colleagues are committed to work by following the safety guidelines.
* 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.
* Keeping a record for lost and found particulars and the guest belongings.
* Ensure greatest attention to detail and highest standards for the overall cleanliness and maintenance of all guest room and public areas within the hotel.
* Oversee and supervise the daily preparation of all VIP and show rooms.
* Responsible for providing training to housekeeping team in proper procedures and correct use of equipment.
* Inspect work performed as per the specifications and established standards.

**The Orchid Hotel**

**Mumbai**

**Housekeeping Supervisor Sep ‘09 – Jan ‘11**

* Checked rooms inventory, assigned rooms to housekeeping staff.
* Inspected rooms and public areas throughout the entire hotel.
* To do snagging for allocated areas.
* Managed Lost & Found Control Program.
* Ensured stock rooms and carts were maintained with sufficient supplies.
* To maintain & update stock book register for all particulars/items & materials received/ordered from the dealer.
* Solved guest problems to exceed customer expectations.
* Communicated effectively with staff, and all departments of hotel for smooth functioning.
* Ensured highest productivity, standards of cleanliness and quality, maintained high scores in guest surveys and regular company inspections.
* To check for the daily tasks with the contractors and project manager.

**PERSONAL DOSSIER**

**Date of Birth**: 3rd January, 1984

**Languages Known:** English, Hindi and Marathi

**Date:** **Ajit Anant Gawandi**