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## Objective

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To learn & earn with the sense of responsibility and ability in the growing world of hospitality both as a individual & professional to learn and earn knowledge and place myself in your esteem organization at high position.

## Synopsis

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Highly accomplished housekeeping department with over 8 years of experience in a fast-paced, high volume hotel industry.

Great inspection skills with a very good eye for detail

Great knowledge of the proper use and storage of cleaning chemicals materials and equipment.

Strong working knowledge of all Housekeeping administrative functions to include scheduling, status, payroll and other clerical areas.

Considerable computer software knowledge to include Word and Excel.

Remarkable ability to lead, guide, direct, develop and motivate people at all levels.

Strong written and verbal communications skills.

### ➤ **Work History**

#### ➤ *The Living Adventure, Managed By Accor Hotels.*

*Floor Supervisor*

*( Sept.2022 to Dec.2022)*

Investigates complaints regarding housekeeping service and equipment, and takes corrective action.

Makes list of rooms to be cleaned immediately and list of prospective check out or discharge to prepare work assignment.

Coordinates work activities among department.

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.

Prepare reports concerning room occupancy, payroll and department expenses.

Select the purchase new furnishings.

Perform cleaning duties in case of emergency or staff shortage.

Attends staff meetings to discuss company policies and patron complaints.

Issues supplies and equipment to worker.

#### ➤ *Al Messila The Luxury Collection Hotel & Resort Doha (Qatar) By Marriott*

*Housekeeping Supervisor*

*(June2021 to June 2022)*

Assigns associates their duties inspects work for conformance to standards of cleanliness

Investigates complaints regarding housekeeping service and equipment, and takes corrective action.

Makes list of rooms to be cleaned immediately and list of prospective check out or discharge to prepare work assignment.

Coordinates work activities among department.

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.

#### ➤ *Justa Atrio Boutique Hotel ; Delhi*

*Housekeeping Supervisor*

*(Dec.2019 to March2020) (Left due to Covid-19)*

Assigns associates their duties inspects work for conformance to standards of cleanliness

Investigates complaints regarding housekeeping service and equipment, and takes corrective action.

Makes list of rooms to be cleaned immediately and list of prospective check out or discharge to prepare work assignment.

Conducts orientation training and in service training to explain policies, work procedures, and to Perform cleaning duties in case of emergency or staff shortage.  
Communicated effectively with Maintenance staff to ensure timely repair and maintenance throughout entire hotel.

➤ **Ascott Rafal Olaya ,Riyadh (Saudi Arabia)**

**Housekeeping Supervisor** Nov2016 Jan.2019

Responsible for achieving and exceeding the guest satisfaction score.  
Attends to guest calls, guest requests /guest complaints in the assigned area  
Assigns associates their duties inspects work for conformance to standards of cleanliness  
Inventories stock to ensure adequate supplies.  
Prepare reports concerning room occupancy, payroll and department expenses.  
Select the purchase new furnishings.  
Perform cleaning duties in case of emergency or staff shortage.  
Issues supplies and equipment to worker.

➤ **Royal Orchid Hotel ;Gurgaon**

**Housekeeping Supervisor**

(Feb.2015 to Oct.2016)

Check rooms inventory, assigned rooms to housekeeping staff.  
Inspected rooms and public areas thorough throughout entire hotel.  
Managed Lost & Found program and Key Control Program.  
Ensured stock rooms and carts were maintained with sufficient supplies.  
Assisted Housekeeping Manager with guest supply ordering, inventory, and monthly linen inventory.

**Pullman Hotel &Resort Gurgaon, India.**

**Housekeeping Associate**

Feb.2014-

Feb.2015

**Key Deliverable:**

Responsible for achieving and exceeding the guest satisfaction score.  
Attends to guest calls, guest requests /guest complaints in the assigned area.  
Ensure security of guest room and privacy of guest.  
Customer service skills.

Ability to work with a minimum of supervision.

**Radisson Blu MBD Hotel, Ludhiana, India**

**Housekeeping Associate**

June , 2012-Jan.2014

**Key Deliverable:**

Clean Guest room As per Standard given by supervisors.  
Fill the section sheet as per standard.  
Attend the morning and evening briefing on daily basis  
Done all the special task given by supervisors  
Cooperative spirit in working with peers, supervisors, clients, and guests.

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## Education

**B.A. From Himachal Pradesh University**

## PROFESSIONAL QUALIFICATION:-

P.G. Diploma IN HOTEL & CATERING MANAGEMENT	IMPERIAL MANAGEMENT INSTITUTE CHANDIGARH	2010-2012
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## Industrial Trainings

1. NAME OF THE HOTEL : The Fern Hotel  
PLACE : Jaipur  
PERIOD : 28-10-12 TO 12-04-12.

## Technical proficiency

- Proficient in MS-Office tools
- Internet Skills, Hotel Management, Quick Lerner,
- Expertise in IDS, Protel, Good Eye for Details. Hotelogix

*Hobbies*

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- ☐ Photography &
- ☐ Traveling

*Personal Details*

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FATHER’S NAME : Mr. Mansa Ram Thakur

DATE OF BIRTH : 15-02-1988

MARITUAL STATUS : Single

NATIONALITY : Indian

HEIGHT/WIEGHT : 5’4’’/65 kg

Pass Port No. : N0898643