**CURRICULUM VITAE**

**Vinod Kumar**

**RZ C-3 128 B**

**Mahavir Enclave Palam, New Delhi**

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**Career Objective:**

Looking for suitable opportunity to lead a team of housekeeping professionals, where I can explore my skill sets and bring them to effective use for achieving the organizational objectives by providing the clients and customers with professional and efficient services.

**Education Qualification:**

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| --- | --- | --- | --- |
| **QUALIFICATION** | **YEAR** | **BOARD** | **PERCENTAGE** |
| Diploma in Hotel Management from P.T.U | 2009 | PTU | 58 |
| Senior Secondary (Plus Two) Examination | 2007 | U.A Board | 52 |
| Matriculation Examination | 2005 | U.A Board | 48 |

* **Professional Work Experience:**
* **Housekeeping Trainer**
* Urban Company from 1st Sept to 30th Nov 2023

Duties and Resposibilities-

* Onboarding new employes/ patners.
* Training and coaching housekeeping staff: Responsible for training new housekeeping personnel on cleaning techniques, safety procedures, and customer service standards.& improving the skill of existing staff.
* Developing training programs: Risposible for designing and implementing comprehensive training programs for housekeeping employees at all levels, from entry-level cleaners to supervisory staff.
* Ensuring compliance with standards: Resposible to ensure that all housekeeping staff are trained to comply with industry-specific standards, as well as with health and safety regulations. This may involve familiarizing staff with appropriate cleaning techniques, usage of cleaning chemicals, and proper handling of equipment.
* Quality Standerd & inspection.
* On-the-Job training & shadowing.
* On-the-Job video auoditing & handholding of employes/patners
* **Assistant Manager Housekeeping.**
* MPB the payroll of BVG from 17 April to August 2023.

Duties and Responsibilities-

* Staff Supervision and Training:
* Supervising and coordinating the work of housekeeping staff to ensure that established standards of cleanliness and hygiene are maintained.
* Training and motivating the housekeeping team to deliver high-quality service and ensure that they are knowledgeable about proper cleaning procedures, safety protocols, and use of equipment and chemicals.
* Quality Control and Inspections:
* Conducting regular inspections of guest rooms, public areas, and back-of-house areas to ensure cleanliness and adherence to established standards.
* Addressing any deficiencies or areas needing improvement and providing guidance to the team to rectify issues.
* Inventory Management:
* Overseeing the inventory of cleaning supplies, linens, and amenities to ensure an adequate supply for daily operations.
* Monitoring usage and costs to optimize inventory levels and minimize waste.
* Maintenance Oversight:
* Coordinating with maintenance and engineering departments to address any maintenance issues or repairs related to housekeeping operations.
* Ensuring that equipment and facilities used by the housekeeping department are properly maintained and in good working condition.
* Guest Relations and Complaint Resolution:
* Responding to guest inquiries and requests related to housekeeping services in a timely and professional manner.
* Addressing guest complaints or concerns regarding housekeeping issues and taking necessary steps to resolve them promptly.
* Administrative Tasks:
* Responsible for administrative duties such as scheduling, payroll, budgeting, and reporting.
* Maintaining records related to housekeeping operations, including staff schedules, inventory levels, and cleanliness inspections.
* Safety and Compliance:
* Ensuring that the housekeeping team follows safety protocols and uses personal protective equipment as required.
* Upholding compliance with health, safety, and sanitation regulations, and participating in regular training to stay current with industry standards.
* Team Leadership and Communication:
* Providing leadership, guidance, and support to the housekeeping team, fostering a positive and collaborative work environment.
* Communicating effectively with team members, other department heads, and upper management to ensure smooth operations and alignment with overall organizational goals.
* Continuous Improvement:
* Identifying opportunities for process improvements, cost savings, and enhanced service delivery within the housekeeping department.
* Implementing best practices and innovative approaches to optimize efficiency and guest satisfaction.
* **Facility Manager**
* PVR Facility Services from 14Dec 2022 to 14 April 2023

Duties and Responsibilities

* Maintenance and Repairs: I am responsible for ensuring that buildings and facilities are properly maintained and in good working condition. This includes overseeing maintenance schedules, coordinating repairs, and ensuring that all safety and building codes are met.
* Space Management:Responsible for managing the allocation and use of space within buildings and facilities. This can involve overseeing office layouts, managing moves and reconfigurations, and ensuring that space is used efficiently.
* Health and Safety: Responsible for ensuring that buildings and facilities meet health and safety regulations and guidelines. This includes implementing safety programs, conducting regular inspections, and addressing any safety concerns or hazards.
* Budgeting and Financial Management:Responsible for managing the budget for building operations and maintenance. This can involve preparing and managing budgets, monitoring expenses, and identifying cost-saving opportunities.
* Vendor Management: Responsible work with external vendors and service providers for tasks such as janitorial services, landscaping, security, and building maintenance.I am responsible for selecting and managing vendors, negotiating contracts, and ensuring that services meet the organization's standards.
* **Facility & Administrative**
* Skoda Volkswagen Academy Gurgaon May 2021 to Dec 2022.
* **Housekeeping Assistant Manager**
* March 2020 to May 2020

Svelte hotel & Personal suite Saket

Duties and Responsibilities

* Assign duties to the housekeeping employees
* Responsible for public area and guestroom housekeeping operations
* Confirm with the front office for special guest requests such as flower arrangement in the room, etc.
* Coordinates with Banquet team for smooth banquet operations
* Ensures that cleaning schedules are followed
* Ensure that the public areas are regularly cleaned, especially during events or functions
* Prepare shift closure report
* Give and take proper handover at the end and beginning of the shift
* Coordinate with the Executive Housekeeper for conducting the performance appraisal
* Analyze the staff performance for developing training plans
* Train new employees for adapting to the hotel SOPs (Standard Operating Procedures)
* **Housekeeping Executive**

Feb 2012 to Feb 2020 Four Points by Sheraton, New Delhi.

* Staff Management: Responsible for hiring, training, scheduling, and supervising housekeeping staff, ensuring that they adhere to established standards and procedures.
* Quality Control: Monitoring and ensuring that the cleanliness, hygiene, and overall appearance of the property meet the set standards. This involves conducting regular inspections and audits of rooms and public areas.
* Inventory Management: Overseeing the procurement and management of housekeeping supplies, ensuring that stock levels are maintained and that supplies are used efficiently.
* Budgeting and Cost Control: Developing and managing the housekeeping department budget, keeping labor and operational costs in check, and finding ways to improve efficiency and reduce expenses.
* Safety and Compliance: Ensuring that housekeeping operations comply with health and safety regulations and standards, implementing proper sanitation and cleaning procedures, and overseeing the handling of hazardous materials.
* Guest Satisfaction: Working to maintain high levels of guest satisfaction by addressing any housekeeping-related issues promptly and effectively and implementing strategies to improve service quality.
* Reporting and Documentation: Maintaining accurate records and reports related to housekeeping operations, performance, and expenses, and providing regular updates to senior management.
* Coordination with Other Departments: Collaborating with other departments, such as front office, maintenance, and food and beverage, to ensure smooth operations and optimal guest experience.
* Training and Development: Implementing training programs to enhance the skills and knowledge of housekeeping staff, keeping them updated on the latest best practices and procedures.
* Environmental Sustainability: Implementing and promoting sustainable and environmentally friendly practices within the housekeeping department, such as energy conservation and waste management.
* Problem Resolution: Addressing and resolving any issues or complaints related to housekeeping services, and implementing corrective actions as required.
* Performance Evaluation: Conducting regular performance evaluations of housekeeping staff, providing feedback, and identifying areas for improvement.
* **Housekeeping Room Attendant:**

Dec 2010 to Feb 2012

Radisson Blue Paschim Vihar, New Delhi

* **Housekeeping Room Attendant:**

Dec 2009 to Dec 2010

Radisson Blue Plaza, Mahipalpur, New Delhi

**Internship:**

June 2009 to Sep. 2009 Industrial Training

Hotel Park Plaza Jodhpur

**Professional Skills**

* In-depth knowledge of various housekeeping equipment and products
* Familiar with the latest industrial trends
* Leadership skills
* Quick decision making
* Hospitality skills

**PERSONAL INFORMATION:**

**Father’s Name :** Mr. Hira Lal

**Date of Birth :** 20/06/1988

**Nationality :** Indian

**Gender :** Male

**Religion :** Hindu

**Language Known :** English, Hindi

**Marital Status :** Married

**Declaration**

I acknowledge that the details shared above are true to the best of my knowledge and belief and can be supported with documented proofs, if required.

**Date: ……/…./……**

**Place: Vinod Kumar**