SHIKHA THAKUR ****

**Flat Number 225 Amazon tower**

**Sunny Enclave Kharar Mohali**

**Chandigarh 140301**

**Kanwali seemadwar**

**Mobile: - 9742324184**

**Email: Shikha.thakur3012@gmail.com**

## **Professional Objectives**

* Seeking a position that will benefit my work experience and job knowledge and help me learn, and develop my skills to a new level.
* Willing to demonstrate my leadership skills in motivating and developing my team and achieving the organizational goal and highest levels of guest satisfactions.

## **Work Experience**

**15th August 2023 to till now : Fairfield by Marriott Hotel Amritsar**

**Hotel (134 rooms)**

**Designation :Housekeeping Manager (Department Head)**

**14th March 2022 to 14th August 2023 : Not working due to pragenanacy**

**01st January 2021 to 13TH March 2022 : Radisson Blu Resort Dharmashala (Preopening**

**Hotel ( 120 Rooms)**

**Designation : Housekeeping Manager (Departmen Head )**

* Leading the department with new eye as it would be the first resort to work
* Introducing new things to the team to make their work and standard of the hotel upgraded
* Introducing and training the team with new ways of cleaning and checking the room with planned way to make them knowledgeable and skilled
* Coordinating with the Purchase Department & suppliers of housekeeping cleaning agents, guest supplies & equipment’s and maintaining the housekeeping stores.
* Changing the inner and outdoor décor of the rooms to uplift hotel and give new look
* Monitoring the work of Managers, Executives and associates to deliver departmental goal
* Motivating, mentoring, programming and training of unskilled manpower to provide service of the highest standard.
* Daily checking the quality of house-cleaning in guestrooms and public area with particular attention to suites, VIP Guests; supervising as well as ensuring that all services offered by the housekeeping are carried out with utmost efficiency and courtesy.
* Leading the department according to the established concept statement, providing a courteous, professional, efficient and flexible service at all times.
* Ascertaining the availability of stocks for all supplies, inventoried items and making certain that the place of work is adequately equipped.
* Carrying out monthly inventory
* Coordinating with the Purchase Department & suppliers of housekeeping
* Monitoring and controlling consumption of guest & cleaning supplies and devising effective methods for optimal usage of cleaning supplies
* Assist in interviewing, selecting, training, scheduling and counseling staff
* Participation in budgeting and forecasting the departmental expenses.

## **Work Experience**

**1st July 2018 to 26th January 2020 till : JW Marriott Bengaluru**

**281 Rooms**

**Designation: Assistant Housekeeping manager**

**1st August 2016 to 31st June 2018 :JW Marriott Bengaluru.**

**281 Rooms**

**Designation: Housekeeping executive**

**Achievements Include**

* Got Awarded Manager of the month September 2019 in JW Marriott Hotel Banglore
* Got Awarded Executive of the month of Nov 16 and mar 17 in JW Marriott Hotel Banglore
* Completed MDP (Manager Development program )Marriott International
* Responsible for maintain guest rooms and public area high standards of cleanliness
* Responsible for extra cleaning of floors and façade works
* Responsible for taking care of lost property section
* Taking care of the training part. Has to deal with different companies like diversey, karcher & Unger to come & have a training session. Myself conducting training for team members on LSOP & different housekeeping topics.
* Responsible to taking care Online guest survey(Guest voice) and feedback
* Responsible to taking care of floor fixed asset inventory
* Responsible for deep cleaning and cycle job project for guest room and Public area.
* Responsible for taking care special rooms and service requirement of all guests.
* Responsible for updating all Housekeeping registers and reports
* Monitors Housekeeping personnel to ensure all guests receive prompt and courteous service
* Responsible for complete desk operations i.e. occupancy and discrepancy report, lost & found, Minibar operations.
* To co-ordinate with other department i.e. maintenance for pending complaints , Front office for VIPs arrivals, group movements, F&B departments for any event, Main store for weekly store issue.

## **Work Experience**

**01st January 2010 to October 31st 2010 : Optus Sarovar Premiere Gurgaon**

**80 Rooms**

**Designation: Housekeeping Associate**

**Work Experience**

**November 1st 2010 to 21st January 2012 : The Radisson Blue Suites Gurgaon**

**32 Rooms**

**Designation: Housekeeping Supervisor**

## **Work Experience**

**23rd Jan 2011 to 12 Sept 2012 : The Pride Hotel Gurgaon**

**94 rooms**

**Designation: Housekeeping Supervisor**

**Work Experience**

**September 17th 2012 to 30th March 2015 : Fortune select Excalibur by ITC group**

**135 rooms**

**Designation: Housekeeping Executive**

**Work Experience**

**April 02nd 2015 to 20th July 2016 : Crowne Plaza by IHG group**

**218 rooms**

**Designation : Housekeeping Executive**

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#### Educational Qualifications

* Have Completed 3 year degree in Hotel Management from **Indarprastha Nehru Academy of Hotel Management** Affiliated from All India Council of Management Studies from Dehradun in 2010.
* Have completed intermediate from N.S.M**. Inter College, Dehradun** (UA Board), in Commerce from Dehradun.
* Have completed High school from **N.S.M. Inter College, Dehradun** (UA Board), in Commerce Dehradun.

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| **HOBBIES & INTEREST** |

* Origami Arts, Doing painting, Flower’s Decoration.

**INDUSTRIAL TRAINNING**

* Have completed six months industrial training in “**Life LEISURE**” Hotel unit of club nirvana Ludhiana.

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| **PERSONAL DETAILS** |

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| **Full Name** | * Shikha Thakur |
| **Fathers Name** | * Sh. Lambardar Singh |
| **DOB** | * 30 December 1989 |
| **Sex** | * Female |
| **Permanent Address** | * Lal bahadur shastri nagar kanwali Post office Seemadwar Dehradun(Uttrakhand) India. |

L**ANGUAGES KNOWN:**

***Language Understand Write Read***

English **√ √ √**

Hindi **√ √ √**

**MY MOTTO: -**

**To work hard in life and never turn towards the failure. Always hope for the best.**

**Date:-**

**Place: -                                                                                  SHIKHA THAKUR**

**REFERENCES**

**Sonia Banerjee (Room Division Manager in JW Marriott)**

**Phone number= +919886909391**