



# SUDHAKAR RANJAN SINGH

EXECUTIVE HOUSEKEEPER

## PROFILE

Hotel Management Graduate with over 20 years experience of Housekeeping Management in Hospitality Industry. Well versed in handling Housekeeping functions entailing Pre-opening & Operational setups in various sub-sections of housekeeping department.

## CONTACT

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Amritsar , Punjab

## EDUCATION

### MASTER'S DEGREE ( 2009-2011 )

INDIAN INSTITUTE OF ADVANCED MANAGEMENT TRAINING & RESEARCH ,GOA

### BACHELOR OF BUSINESS ADMINISTRATION ( 1997-2000 )

INSTITUTE OF HOTEL CATERING & STUDIES ,ORISSA

## PROFESSIONAL STRENGTHS

- Extremely creative , Knowledgeable and resourceful Hotel Executive with main emphasis in sales & Marketing and Hotel Operations.
- Proven Track record of Profitable operation in distressed market,
- Increasing revenues with successful sales & Marketing Strategies.
- Over 20 years' experience in the hospitality industry.

## PROFESSIONAL EXPERIENCE

- EXECUTIVE HOUSEKEEPER**  
ONE EARTH HOTELS, AMRITSAR PUNJAB ( 2021- Till Date )
- ROOM DIVISION MANAGER**  
HUMBLE HOTEL, AMRITSAR PUNJAB ( 2017- 2020 )
- EXECUTIVE HOUSEKEEPER**  
ST.LAURN MEDITATION SPA & RESORT, SHIRDI MAHARASHTRA ( 2014 - 2016 )
- DEPUTY HOUSEKEEPER**  
SUN N SAND HOTEL, NAGPUR MAHARASHTRA ( 2009 - 2012 )
- HOUSEKEEPING EXECUTIVE**  
COUNTRY INN & SUITE BY CARLSON, GOA ( 2007 - 2009 )
- HOUSEKEEPING SUPERVISOR**  
TAJ RESIDENCY, AURANGABAD MAHARASHTRA ( 2006 - 2007 )
- HOUSEKEEPING SUPERVISOR**  
INTERCONTINENTAL THE GRAND RESORT, GOA ( 2004 - 2006 )
- HOTEL OPERATION TRAINEE ( H.O.T )**  
HOTEL HOLIDAY INN RESORT, GOA ( 2002 - 2004 )
- HOUSEKEEPING SUPERVISOR**  
HOTEL QUALITY INN RESIDENCY, HYDERABAD ( 2000 - 2002 )

## PROFESSIONAL SKILLS

- CUSTOMER SERVICE EXCELLENCE
- INVENTORY MANAGEMENT
- SHRINK REDUCTION/LOSS CONTROL
- TEAMBUILDING/TRAINING/SUPERVISION
- PRODUCT POSITIONING & BRANDING
- FOCUS GROUP & MARKET RESEARCH

## COMPUTER SKILLS

- IDS
- OPERA
- MICROS
- ESPRESSO
- MICROSOFT
- CORELDRAW

## ACCOMPLISHMENTS

- YEAR OF THE EXECUTIVE
- SUPERVISORY DEVELOPMENT PROGRAM
- BEST SUPERVISOR AWARD
- TRAIN THE TRAINER PROGRAM
- PERFORMED IN MARTIAL ARTS

## RESPONSIBILITIES HANDLED

- Conduct cost estimates and budget planning. Monitor the budget, as well as costs and expenses. Forecast the budget development continuously.

- Administer complaints and negative feedback from customers in order to address concerns and where applicable provide a quick service recovery.

- Co-coordinating the functioning of departmental Activities in a smooth and cost effective manner.

- Conducting regular meetings with the associates to ensure smooth flow of general hotel operations.

- Overseeing the recruitment of the staff to ensure best man in the right place.

- Catering internal training to the associates for sound operations and quality customer service.

- Imparting supervisors briefing on areas of motivation, Team-Building, morale building, company policies, decision making and pattern solving issues etc.

- Conducted Various training program to upgrade the service standard and enhancing the skill of the personnel.

- Implement systems & procedures to achieve higher cost efficiency and guest satisfaction.

- Helping the staff to understand and appreciate other people's jobs so better coordination can be achieved.

- Ensure team members have an up-to-date knowledge of all room categories and amenities.

- Maintain good communication and work relationships in all hotel areas and with external customers and suppliers.

## HIGHLIGHTS :

- Consistent performance as Housekeeping Manager rewarded me with growth as a Rooms Division Manager.

- Brought the guest satisfaction score from 3.4 to 4.6 in out of 5.

- Introduced initiatives like GSTS , ESTS.

- Brought down the department cost from High to Low by realigning laundry expenses and other initiatives.

- Focused on budgeting , Staffing, Planning, Organizing etc.

- Ability to work well under pressure and keep calm in difficult situations.

- Many things motivate me. My goal is to be the best of what I can be, often motivates me to go beyond my own expectations. When I see myself being productive every day, it motivates me to continue.

## PERSONAL INFORMATION

- Date of Birth** : 17th July 1979 .

- Marital Status** : Married with one Daughter .

- Hobbies** : Helping Poor People & Cooking food.

- Interest** : Keen to do new ideas in my work sector.

- Permanent Address** : Plot no-793 Bari co-operative colony, Post- Sector-12 , Dist- Bokaro , Bokaro Steel City Jharkhand-827012

- References** : References will be provided upon request.

## DECLARATION

I, undersigned certify that to the best of my knowledge and belief the above mentioned data correctly describes me, my qualification and my experience. If you should like to seek any clarifications on the information contained in my resume I should contact at any time for further information and the email address is [REDACTED]

PLACE : AMRITSAR

SUDHAKAR RANJAN SINGH

STAY IN TOUCH

