

## Adil Hussain

Contact: +91 7889600685; Email: daradil188@gmail.com

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Dear Sir/Madam,

Against your expressed requirement of an appropriately qualified candidate for the Manager (Room division), I avail this occasion to endorse my resume for perusal and consideration.

Academically qualified hospitality industry professional, I have contributed over 6.1 year's assuming leadership roles in the areas of – Housekeeping department, with leading hotel. Demonstrated functional excellence in rolling out policies and programmes for the departmental operations to win total guests satisfaction while maintaining reasonable profitability levels.

Extensive experience in handling guest concerns and react quickly, logging and notifying the proper areas, team management and service delivery. Demonstrated success at envisioning new concepts and future trends, streamlining operations, turning around unprofitable functions while focusing on development, direction, and accomplishment.

Hands on experience in developing procedures, service standards and operational policies, planning & implementing effective control measures to reduce running costs of the unit of the hotels.

A perusal of my enclosed resume shall familiarize you with details and I am confident, in my credentials, you would find a perfect match for the said position.

I would very much appreciate a call for a personal or telephonic interview to further explore the possibility of our mutually beneficial association.

Thanks and Regards,

**Adil Hussain**

**ADIL HUSSAIN**

Contact: +91 7889600685, Email: daradil188@gmail.com,

Date of Birth: 06<sup>rd</sup> DECEMBER 1993

Passport No:N4332000

**PROFILE**

- ✓ **Completed 3-years degree in hospitality and hotel administration.**
- ✓ Demonstrated success at envisioning new concepts and future trends, streamlining operations, turning around unprofitable functions while focusing on development, direction, and accomplishment. Hands on experience in developing procedures, service standards and operational policies, planning & implementing effective control measures to reduce running costs of the unit of the hotels.
- ✓ Extensive exposure to policy making for different aspects of Marketing, space utilization etc. with a comprehensive range of supervision, coordination, administration as well as customer care functions. Excellent time management, leadership skills, and ability to deliver under stress and strenuous situations.

**Key Competencies**

Housekeeping Management	Customer Service	Operations Management	Guest Satisfaction	Administration
Service Support	Hospitality Management	Team Management	Relationship Management	

**CAREER CONTOUR****J W MARRIOTT BENGALURU**

2017.

June, 2016 To July

**Guest Service Associate – Housekeeping.**

- ✓ Consistently offers professional, friendly and engaging service.
- ✓ Service all assigned guestrooms.
- ✓ Maintain proper usage of supplies and equipments.
- ✓ Update and record all assigned work.
- ✓ Ensuring that services meet customer specifications.
- ✓ Greet the customer upon arrival.
- ✓ Personal development and growth.
- ✓ Planning for upcoming events and hiring material.
- ✓ Keeping communication between internal departments for support each other.
- ✓ Return and properly tag all lost and found articles.
- ✓ Keeping record on man power supply on daily basis.
- ✓ Follow departmental policies and procedures and service standards.
- ✓ Handling guest complaints.
- ✓ Giving the personalised services.
- ✓ Focus attention on guest needs.

## **RADISON SRINAGAR**

Senior guest service associate-Housekeeping(Acting supervisor) **October 2017 to July 2019**

## **NOVOTEL IMAGICA MUMBAI.**

Housekeeping Executive at Hotel Novotel imagica Khopoli Mumbai Maharashtra.

From 2nd of August 2019 to 12th of December 2020.

## **HOTEL KABO SRINAGAR**

Housekeeping Manager at The Kabo Luxury boutique Hotel wazir bagh srinagar jammu and kashmir From 15th of December 2020 to till date.

### **Industrial Exposure/Achievements:**

Completed Industrial Training In "Crown Plaza ", Bangalore.

Have Worked In All the Four Departments – F&B, Food Production, Housekeeping And Front Office

### **Skills & Computer Proficiency**

- ✓ Good Communication Skills.
- ✓ Effective team member, with good leadership qualities.
- ✓ Commitment towards Career.
- ✓ Sense of responsibility.
- ✓ Team oriented and result driven.
- ✓ To push the flow of up sale.
- ✓ To handle the team with effective productivity.
- ✓ Knowledge about Micros, Opera and IDS.
- ✓ Complete hold on Microsoft Office, excell etc.

### **Achievements:**

- ✓ Was nominated as "YES I CAN SPIRIT" award .
- ✓ Was nominated as Social Media Champ.
- ✓ Was nominated as Grooming Associate.
- ✓ Proven track record of 6.1 year's of rich & extensive, hotel experience in Housekeeping Operations, Guest Service and Satisfaction & Performance Management.

### **Languages Known:**

- ✓ English
- ✓ Hindi
- ✓ Urdu
- ✓ Kashmiri

### **Hobbies:**

- ✓ Travelling and listening music.



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