

RUPAM MAJUMDAR



PROFILE

Meticulous Operation using 11 years in Hospitality Industry to maintain highest standards of Operation and staff efficiency. Additional skills include time management, employee follow up and motivation as well as providing excellent customer service through highly- organized services.

CONTACT

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SKILLS

Budgeting

Guest Relation
Decision Making
Problem Solving
Team Building

WORK EXPERIENCE

Clarks Exotica, Bhuj | October 2020 –Present

Room Division Manager

Handle administrative task.
Good at making guests feel comfortable
Skilled at teaching, supervising and mentoring staff
Ability to understand the guests needs and perform accordingly.
Skilled motivational leader and an effective communicator.

ROYAL ORCHID CENTRAL KIREETI, HOSPET | April 2017 – September 2020

Executive Housekeeper

Skills sets and personal qualities:-

Handle administrative task.
-Aware of latest housekeeping and laundry technology.
-Good at making guests feel comfortable
-Skilled at teaching, supervising and mentoring staff.
-Skilled motivational leader and an effective communicator.
-Ability to follow procedure to highlight areas where cleaning standards have not been met.
-Ability to understand the guests needs and perform accordingly.
-Pleasing personality. Tasks
and Responsibilities:-
Recruiting, training and supervising staff,
Managing budgets, Maintaining statistical and financial records, Planning,
Problem solving, Promoting and marketing the business,
☛ Supervises all housekeeping employees, hires new employees as needed, discharges employees when necessary and take disciplinary actions when policies are not followed. Evaluates employees in order to upgrade them when openings arise.
☛ Plans the work for the housekeeping department and distributes assignments accordingly.
☛ Assigns regular duties and special duties for housekeeping staff.
☛ Schedules employees and assigns extra days off according to occupancy forecast.
☛ Maintains a time log book of all employees within the department.
☛ Recruit and train new employees.
☛ Assigns new employees to work with experienced help.
☛ Checks on the work of these employees occasionally and observes the report made by the supervisors.
☛ Maintain and regular check for project work and covert project room to operation room.

FERN CITADEL, BENGALORE | Jun 2014 – Apr 2017

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-Ability to follow procedure to highlight areas where cleaning standards have not been met.
-Ability to understand the guests needs and perform accordingly.

EDUCATION

Hotel Management Diploma

2011 – 2012

Meridien Institute of Hotel Management

HSC(+2)

2012

Gurucharan College

SSC

2010

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Siesta Hospitality Services Limited, Pune, Maharashtra | Oct 2013 – Jun 2014

LANGUAGE KNOWN

English

Hindi

Bengali

Odia

HOBBIES

Playing Cricket

Interacting with new people

Reading a book

Listening music

Housekeeping Executive (HOD)

- Supervised housekeeping and laundry personnel including hiring, firing, performance assessments, training and development.

- Maintained efficiency and labor cost goals.

- Ensured quality services are rendered in meeting guest requirements.

- Scheduled staff in keeping with labor standards and forecasted tenure.

- Enforced policies and procedures.

- Monitored and maintained level of sanitation in rooms, storage areas, laundry and restrooms.

- Enforced set procedures for the acceptance, safety, and return on guest lost and found items.

- Monitored performance against plan.

- Maintained room quality derived from hotel objectives.

North 16 Hotel, Goa | Aug 2012 – Oct 2013

Housekeeping Supervisor

- * Reports to the Executive House Keeper.

- * Trains all employees to perform the standard procedures as applicable to their job position.

- * Daily inspection of public areas, guest room etc.

- * Checks and prepares the inventory of room linen, F&B Linen and

Holiday Village Resort, Gandhidham | Nov 2011 to Aug 2012

Housekeeping Associate

PERSONAL INFORMATION

Father Name – Manik Majumdar

Date Of Birth – 20th Oct 1994

Marital Status - Married

DECLARATION

I hereby declare that the above cited information is true to the best of my knowledge and belie. If given a chance, I can prove myself.

Rupam Majumdar