

## Sagar Chauhan

F-337 Sector - 40, Noida  
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### PROFILE SYNOPSIS

- Meticulous hospitality management professional, experienced in ensuring timely delivery of best services to guest in compliance with set hospitality hygiene & safety guidelines, even during peak occupancy periods
- Adept in streamlining housekeeping operations by maintaining high service standards, checking minimum supply waste, assuring adequate stock for daily use and the optimum utilization of outlet resources.
- Extensive understanding of cleaning processes and chemicals and equipments used in the department.
- Skilled in handling MICROS, OPERA,TRITON,ECOBILLS)
- Verified skills in ensuring ongoing maintenance of hotel operating equipment & other assets.
- Displays strong managerial capabilities in Guest Hospitality and Team Supervision with proficiency in patiently dealing with VIP & irate guests to enhance the hotel operational efficacy.
- Strong aptitude to deliver a first rate service to guests and maintaining excellent relations; ability to focus attention on guest needs and remain calm & courteous at all times

### EXPERIENCE

March  
2021 -  
March  
2021

- **Symphony Resorts ,Port Blair Andaman & Nicobar**  
Housekeeping Supervisor  
Supervising Housekeeping team as per operating policies by creating a positive team atmosphere.  
Managing the Departmental Operations Manuals while conducting departmental communications briefing and meetings in the absence of the Housekeeping Manager.  
Developing & reviewing month end management reports including linen inventory , expense report , Asset inventory.  
Ensuring maximum guest satisfaction by providing authentic hospitality to each & every guest and closely interacting with guests to understand & fulfil their requirements.  
Participating in daily briefings and relevant departmental / interdepartmental meetings to discuss on safeguarding the brand value of the hotel and achieving corporate goals.

July 2,  
2018 -  
Jan 17,  
2021

- **Trident BKC Mumbai (436 rooms)**  
Housekeeping Associate  
Worked as Housekeeping Assistant July 2,2018 to Jan 17, 2021.  
Handling a section of 14 guest rooms and keeping it.  
Aware and Knowledge of all Hygiene Protocols.  
Maintained in terms of cleanliness and maintainances.  
Providing an efficient and comprehensive housekeeping service.  
Maintaining an organized system for storage.  
Proactive reporting to all Healthy and Safety Issues.  
Safe guarding all Guest and Hotel property.  
Handling of Minibar operations.

December  
05,2016  
- March  
31,2017

- **PARK PLAZA , NOIDA**  
Trainee  
Underwent training in four core departments of the hotel spanning 17 weeks from December to March.
- **COUNTRY & SUIETS By CARLSON REZIDOR SAKET, NEW DELHI**  
Trainee  
Underwent specialization in Front Office department spanning 50 days.

## EDUCATION

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2015 -  
2018

- **I.H.M Lucknow**  
BSc. in H & HA
- **Brahmananda Public School ,Noida**  
Intermediate (CBSE)
- **Brahmananda Public School ,Noida**  
Highschool (CBSE)

## PROUD MOMENT

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- **Kudos** - Received certificate for demonstrating "Conduct which put the customer first , the company second and the self last".
- **100% in LQA** - Scored 100 % in Leading Quality Assurance - June '19 (Trident BKC , Mumbai).
- **Never Give Up Spirit** - Received Kudos for ' Never Give Up Spirit' from department
- **House Captain** - Elected as House Captain of the Student Union in Class- 12th .

## KEY ATTRIBUTES

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- An enthusiastic person who can work hard and smart with a smiling face.
- Adaptable according to situation; with my friendly behavior; i can win the hearts of my co-workers and guests.
- I have a never-say-die attitude; have quality to learn from my past mistakes.

## IT SKILLS

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- Conversant with MS Office Suite (Word, Excel & PowerPoint), Internet Applications, MICROS , Opera and SAP.