



Resume

Subhadip Basu

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Career Aspiration:

To be the part of an organization that provides me with opportunities & challenges, which will assist me to further develop on my abilities to learn, grow & explore in the field of Management & Guest Service. The Ideal position would allow me to share my experience for better result to the company as well as to the customer.

Strengths:

- Self confident
- Good communication skills
- Knowledge of computers
- Quick learner
- Willingness to learn

Qualifications:

- **W.B.B.S.E. ARBALIA J V HIGH SCHOOL, 2009**
- Passed Secondary School Certificate Examination
- **W.B.C.H.S.E. ARBALIA J V HIGH SCHOOL, 2011**
- Passed Higher Secondary School Certificate Examination
- **Completed B.Sc. Hospitality Management from INSTITUTE OF HOTEL MANAGEMENT, GANGTOK, 2015**

Professional Work Experience:

Working as Executive Housekeeper at AMARPREET by AM HOTEL KOLLECTION, AURANGABAD (03/09/2022-Present).

Duties and Responsibilities:

- Taking care of cleanliness, orderliness and appearance of the entire Hotel.
- Attending and resolving guest complaints.
- Checking rooms are made as per company standard.
- Daily inspection of public areas.
- Preparing Annual Housekeeping Budget.
- Maintaining par stock of guest supplies, cleaning supplies, linen and uniform.
- Paying particular attention while organizing pest eradication activities.
- Organizing inventories with Accounts and General Store for linen, uniform and fixed assets.
- Developing and implementing Housekeeping systems and procedures.
- Preparing reports for management information.
- Assisting Purchase department in selecting suppliers for items related to Housekeeping.
- Planning, controlling and supervising Horticultural activities.
- Verification of supplies consignments.
- Organize on-the job training and evaluate its effectiveness.
- Approving of the Functional Manual of the department.
- Recommending recruitment of new personnel.
- Daily briefing of Supervisors/ Executives.
- Coordinating the preventive maintenance schedule of rooms and a public area with the maintenance department.
- Stress Management & motivating staffs towards their job role.

Worked as Executive Housekeeper at PEARLTREE HOTELS & RESORTS, PURULIA (19/10/2021-31/08/2022).

Duties and Responsibilities:

- Taking care of cleanliness, orderliness and appearance of the entire Hotel.
- Attending and resolving guest complaints.
- Checking rooms are made as per company standard.
- Daily inspection of public areas.
- Preparing Annual Housekeeping Budget.
- Maintaining par stock of guest supplies, cleaning supplies, linen and uniform.
- Paying particular attention while organizing pest eradication activities.
- Organizing inventories with Accounts and General Store for linen, uniform and fixed assets.
- Developing and implementing Housekeeping systems and procedures.
- Preparing reports for management information.
- Assisting Purchase department in selecting suppliers for items related to Housekeeping.
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- Organize on-the job training and evaluate its effectiveness.
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- Recommending recruitment of new personnel.
- Daily briefing of Supervisors/ Executives.
- Coordinating the preventive maintenance schedule of rooms and a public area with the maintenance department.
- Stress Management & motivating staffs towards their job role.

Worked as **Executive Housekeeper** at ADHVASAHA BEACH SPA RESORT, ANDAMAN & NICOBAR ISLAND (21/12/2020-30/09/2021).

Duties and Responsibilities:

- Taking care of cleanliness, orderliness and appearance of the entire Resort.
- Attending and resolving guest complaints.
- Checking rooms are made as per company standard.
- Daily inspection of public areas.
- Preparing Annual Housekeeping Budget.
- Maintaining par stock of guest supplies, cleaning supplies, linen and uniform.
- Paying particular attention while organizing pest eradication activities.
- Organizing inventories with Accounts and General Store for linen, uniform and fixed assets.
- Developing and implementing Housekeeping systems and procedures.
- Preparing reports for management information.
- Assisting Purchase department in selecting suppliers for items related to Housekeeping.
- Planning, controlling and supervising Horticultural activities.
- Verification of supplies consignments.
- Organize on-the job training and evaluate its effectiveness.
- Approving of the Functional Manual of the department.
- Recommending recruitment of new personnel.
- Daily briefing of Supervisors/ Executives.
- Coordinating the preventive maintenance schedule of rooms and a public area with the maintenance department.
- Stress Management & motivating staffs towards their job role.

Worked as **Housekeeping Executive** at HOTEL HINDUSTHAN INTERNATIONAL, KOLKATA (23/04/2019-18/06/2020)

Duties and Responsibilities:

- Providing Training for maintaining the SOP.
- Managing time and making of duty schedule.
- Managing equipments and supplies.
- Providing customer service.

- Coordinates work activities among departments.
- Investigates complaints regarding hk services and equipments and takes corrective action.
- Inventories stock to ensure adequate supplies.
- Evaluates records to forecast department personnel requirements.
- Prepares reports concerning room occupancy, paroll and department expenses.
- Select and purchases new furnishings.
- Performs cleaning duties in case of emergency or shortage of staff.
- Records data regarding work assignments, personnel actions and time cards and prepare periodic reports.
- Attends staff meetings to discuss company policies and patrons complaints.

Worked as **Housekeeping Executive** at PVR LTD, KOLKATA (07/08/2018-20/04/2019)

Duties and Responsibilities:

- Checking of cleaning.
- Allocation of staffs according the requirement.
- Making of duty roaster.
- Handling guest complaints.
- Making of purchase requisition.
- Taking care of inventory and par stock.
- Providing training for maintaining SOP.
- Dealing with vendors and suppliers.

Worked as **Housekeeping Supervisor** at SENSES HOTEL, KOLKATA (12/03/2018-05/08/2018)

Duties and Responsibilities:

- Checking of guest rooms.
- Making of staff duty roaster.
- Handling guest complaints.
- Staff allocation according to the situation.
- Providing Training for maintaining the SOP.
- Taking care of room inventory and par stock.

Worked as **Housekeeping Room Attendant/Desk coordinator** at FLORA CREEK HOTEL APARTMENT, DUBAI (22/10/2016 – 01/02/2018)

Duties and Responsibilities:

- Cleaning and making of guest rooms.
- Taking care of designated area.
- Taking care of store items.

- Taking care of lost & found items.
- Attending and passing guest calls and request.
- Give and take proper handover to next and previous shift.

Worked as **Housekeeping Room Attendant** at RADISSON BLU RESORT AND SPA, ALIBAUG (01/06/15- 30/07/16)

Duties and Responsibilities:

- Cleaning and making of guest rooms.
- Feeling occupancy report.
- Feeling of room attendant card.
- Set the pantry and allocated area.
- Maintaining silence in guest area.
- Replenish of guest amenities in guest rooms.
- Give and take proper handover to next and previous shift.

Industrial Training Exposure:

THE PRIDE HOTEL, Kolkata, India (16/12/2013 – 13/04/2014)

- Food and beverage service
- Front office
- Food production
- House keeping

Computer Literacy:

- MS-Word, MS-Excel, MS-Access, MS- Power- Point.
- Opera system, Exceed (Hotel Software).
- Triton and IDS (Hotel software).
- E-mail & Internet Browsing (MS Outlook).

Personal Details:

• Full Name	:	Subhadip Basu
• Father Name	:	Manas Kumar Basu
• Date of Birth	:	16/04/1994
• Place of Birth	:	Arbalia
• Nationality	:	Indian
• Religion	:	Hinduism
• Passport No.	:	N-9409256
• Marital Status	:	Single
• Sex	:	Male
• Height	:	5.7 feet.

- **Weight** : 68 kg
- **Permanent Address** : P.O.+Vill-Arbalia,P.S-Baduria,Dist-North24 Parganas,Pin-743437
- **Contact No** : +91 9123817682

Language Knows:

- **English, Hindi and Bengali** - Good in speaking & writing

Hobbies:

- Listening to Music,
- Internet Browsing & Computer Gaming

Thank you and Kind Regards,

Subhadip Basu

Date: _____