

SURESH MOHAN



sureshmohan7296@gmail.com



8610820040



71A,Bazzar street,

Papparapatti ,Dharmapuri -636809.

EDUCATION

Vel's University Chennai.

B.Sc Hotel Management (2014).

Adhiyaman Boys Higher
Secondary School Dharmapuri.
High School Science Group.(2011).

ADDITIONAL SKILLS

Basic Cooking

Food Photography

Towel Art

PERSONAL SKILLS

Creative Flair

Self – motivated

Determined To Learn

Good Communicator

CAREER OBJECTIVE:

To secure a position as housekeeping Supervisor of the state's most excellent service establishment and to contribute my expertise service to provide guest with a fine experience.

CAREER HISTORY:

❖ Housekeeping Supervisor

Fab Hotels Chennai - Oct 2018 to April 2020.

Responsibility & Authority:

- Obtains list of vacant rooms to be cleaned immediately & list of prospective checkouts or discharges in order to prepare work assignments.
- Experience with turn down service, special needs of VIP Guests, foreign dignitaries, etc. is helpful.
- Assigns team members their duties, and inspects work for conformance to prescribed standards of cleanliness.
- Prepares and distributes the Room assignment sheet and floor keys to room boys.
- Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.

- Schedules the cleaning of the room carpets, upholstery, and draperies as needed, along with deep cleaning projects and window cleaning as necessary.
- Schedules cleaning for lobby area, public restrooms, telephone areas, hallways, entrances, elevators.
- Schedules periodic major cleaning projects including carpet shampooing, cleaning of walls and baseboards, cleaning of windows, elevator doors and tracks.
- Schedules cleaning of all meeting rooms after a completed function.
- Schedules deep cleaning of all meeting rooms on periodic basis including carpet shampooing, cleaning of walls and baseboards, cleaning of windows, etc.
- Inventories cleaning supplies & linen stock to ensure adequate supplies..
- Ensure all meeting room functions are properly set up according to the requests indicated on the meeting room/event function sheets.
- Ensures guest rooms are properly secured and that proper key control procedures are utilized by the housekeeping staff.
- Advises, desk clerk, & admitting personnel of rooms ready for occupancy.
- Assists in controlling expenses by the housekeeping department.
- Review the housekeeping points on the guest feedback forms, take actions on guest complaints and also share guest compliments with staff members.
- Attend to any guest complaints and take service recovery measures if required.
- Confirm all housekeeping staff members have arrived or find substitutes for absent employees.

HOUSEKEEPING SUPERVISOR JUNE 2017 TO AUG 2018 ZONE BY THE PARK COIMBATORE.

- Holding meetings with Housekeeping staff to discuss their job functions.
- Listening to, understanding, and clarifying guest concerns. Inspecting the cleaning and servicing of guestrooms and public areas.
- Approaching guests in an attentive, friendly, courteous and service-oriented manner.
- Making sure that all Guest Rooms have appropriate supplies and linens in them.
- Maintaining guest confidentiality at all times.
- Ensuring that rooms and bathrooms are cleaned on a daily basis. Inspecting guest rooms and guest areas.

- Supervising the disposal of trash and waste.
- Directing housekeeping staff to ensure a high standard of cleanliness in all public areas.
- Delegating work to meet business objectives and goals.
- Maintaining a high standard of personal appearance and grooming.
- Vacuuming carpets and mopping and sweeping tile floors.
- Training up new housekeeping staff.
- Maintaining an inventory of guest room and housekeeping supplies.
- Complying with all health and safety standards.

HOUSINGKEEPING SUPERVISOR APRIL 2015 – FEB 2017 TGI FORTUNA (PRE – OPEANING TEAM) HOSUR.

- **Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.**
- **Investigates complaints regarding housekeeping service and equipment, and takes corrective action.**
- **Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.**
- **Coordinates work activities among departments.**
- **Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.**
- **Inventories stock to ensure adequate supplies.**
- **Evaluates records to forecast department personnel requirements.**
- **Makes recommendations to improve service and ensure more efficient operation.**
- **Prepares reports concerning room occupancy, payroll, and department expenses.**

TRAINEES :

- Vivanta By Taj Surya, Coimbatore.
- Taj Club House, Chennai.
- Taj Green Cove Resort & Spa, Kovalam.

DECLARATION

It is hereby declare that the best of my information is true and correct in the best of my knowledge.

Thank you

Yours faithfully,

Place: Dharmapuri.

Date: 10.07.2021

(SURESH M)