



## **CURRICULUM – VITAE**

### **VIKAS KUMAR SHARMA**

Village – Bihata Po+ Ps - Hulasganj  
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(BIHAR)  
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#### **Objective:**

- To explore novel dimensions and work in motives spirit through my caliber under the organized structure.

#### **Professional Qualification:**

- Diploma in Hotel and catering technology Management in July 2015 to July 2016

#### **Academic Qualification**

- High School from B.S.E.B. Board with 2nd Division in 2011.
- Intermediate from B.S.E.B. Board with 2nd Division in 2013.
- B.A. from (Magadh University Bodh Gaya Bihar). With 2<sup>nd</sup> Division in 2018.

#### **Computer Knowledge**

- Basic knowledge of Computer.
- IDS Software.

#### **Experience**

- Currently working in Sarovar Portico Sasangir (Gujarat) as an Executive Housekeeper 14<sup>th</sup> January to till date.
- I have worked in Park view Clarks in Arah ( Bihar) as a Housekeeping Manager From 11<sup>th</sup> January 2019 to 11<sup>th</sup> January. 2023.
- I have worked in Nataraj Sarovar portico Jhansi ( UP) as a Housekeeping Senior Supervisor from 7<sup>th</sup> Feb 2018 to 8<sup>th</sup> January 2019.
- I have worked in MPG Club Mahabaleshwar Pune ( Maharashtra ) By royal Orchid Group of hotels as a housekeeping supervisor from 18<sup>th</sup> November 2016 to 4<sup>th</sup> Feb 2018.
- I have worked in Hotel New Republic Patna ( Bihar) as a Trainee Supervisor Housekeeping from 12nd July 2014 to 10<sup>th</sup> November 2016.

- I have worked in Vijaya Tej clarks in Patna (Bihar) as a room Attendant to Trainee Supervisor from 06<sup>th</sup> January 2012 to 01<sup>st</sup> November 2014.

#### KEY RESPONSIBILITIES

- Manage long term and daily operations of the Housekeeping departments as per Hotel policy.
- Report to the Hotel Manager.
- Maintain morale of staff to achieve minimal department turnover.
- Responsible for budgeting, forecasting, and financial planning of the departments. Prepare and control department budgets. Select, purchase and control all guest, cleaning supplies and equipment.
- Prepare and implement preventative maintenance program for guest rooms. Responsible for preventative maintenance program in public areas in conjunction/collaboration with the Engineering Department.
- Manage the selection, training, and development of employees with an eye toward maximum employee satisfaction, productivity and guest satisfaction.
- Conduct regular inspections of the hotel to ensure adherence to cleanliness and maintenance standards.
- Manage operating expenses to minimize costs while providing excellent guest services.
- Monitor consumption and ordering replacement of guest and cleaning supplies.
- Have working knowledge of cleaning products and materials.
- Responsible for the hiring and disciplining of all department personnel. Prepare; oversee implementation of and recording of training programs for all staff. Prepare and give reviews.
- Ensure service and production is provided in the proper manner, and with the usual high standards.
- Complete, in a timely fashion, all schedules and monitor staffing to ensure maximum service, quality, efficiency, and productivity. Also to monitor fluctuations in occupancy so that schedules may be adjusted.
- Establish safe working conditions and practices.
- Participate actively (as required) in physical inventories of all uniforms, linens and supplies.
- Work directly with outside contracted companies when on hotel premises.
- Organize and participate in meetings with all staff on a regular basis.
- Ensure all personnel are exposed to constant refinement, training and development on and ongoing basis.
- Update all training material as needed.
- Ensure all daily and weekly payroll reports and sign-in sheets are completed and submitted in a timely manner.
- Assist in preparing yearly capital and operational budgets for guest supplies, cleaning supplies and equipment and learn how they are conceived, approved and executed.

- Participate in the monitoring of cost management as it pertains to inventories, issue of supplies, labor and energy.
- Maintain good working relationships with all Department and Division Heads in the Hotel at all times.
- Make scheduled tours of the hotel, noting deficiencies and ensuring proper follow-up procedures.
- Participate in a consistent room's inspection/Quality Control program which is monitored by the Director of Housekeeping. The ability to maintain permanent records of inspections by room number and date, using computer-aided program(s). The ability to maintain records of inspections for employee files.
- Monitor and maintain an energy conservation program for the Housekeeping Dept.
- Become familiar with the operation of the Uniform Room and monitor the maintenance of standards in the area. Put into place a procedure for issue and recovery of uniforms.
- Work with the hotel and departmental computer systems, especially with regard to how they relate to Housekeeping functions.
- Assist in periodically reviewing, re-evaluating, and revising departmental procedures and job descriptions, supplies, equipment and labor standards, as needed.
- Ensure all security policies and procedures are observed in all departments and areas of responsibilities (e.g., keys, linen room, linen closets and storage closets).
- Perform other tasks or projects as assigned by hotel management.

#### Customer Service

- Demonstrate service attributes in accordance with industry expectations and company standards including:
- Being attentive to Guests.
- Accurately and promptly fulfilling Guests requests.
- Anticipate Guests needs.
- Demonstrating a „service“ attitude.
- Taking appropriate action to resolve guest complaints.
- Appreciate the dynamic nature of the Hotel industry and extend these service attributes to all internal customers.
- Review and update existing standards to ensure competitiveness.

#### Financial Responsibilities

- Prepare, manage and achieve the department's budget. Duties include.
- Prepare and manage a cost effective budget with measurable targets for department.
- Effectively monitor and analyze variations from the budget.
- Develop systems that measure the cost effectiveness of the department.
- **People Management** Work within the company's Human Resource Management System to ensure the departmental performance of staff is productive. Duties include:
  - Plan for future staffing needs.
  - Recruit in line with company guidelines.
  - Prepare detailed orientation programmes for new staff.
  - Maintain a comprehensive, current and guest focused set of departmental standards and procedures and oversee their implementation.

- Ensure training needs analysis of your departmental staff is carried out and training programmes are designed and implemented to meet needs.

#### Deliver training.

- Actively work at developing your direct reports and identify high potentials.
- Maintain training records for all direct reports and ensure they do the same for their staff.
- Conduct probation and formal performance appraisal in line with company guidelines.
- Coach, counsel and discipline staff, providing constructive feedback to enhance performance.
- Approve leave requests after considering peaks and troughs in the business.
- Regularly communicate with staff to maintain positive relationships.

#### Health, Safety and Security

- Familiarize yourself with Company Health and Safety Policies and ensure your areas promote and comply with them.
- Take responsibility to rectify hazardous situations, reporting major areas of concern to your General Manager or designate.
- Familiarize yourself with property safety, first aid and fire and emergency procedures and actively enforce these in your area of responsibility.
- Ensure security incidents in your operational area are reviewed and corrective measures implemented to prevent recurring incidents

#### General

- Comply with the Company's Corporate Code of Conduct.
- Familiarize yourself with the company values and model desired behaviors.
- Perform tasks as directed by the Manager in pursuit of the achievement of business goals.

#### **Key Strength:**

- Punctual and Sincere.
- Positive Attitude.
- Smart worker and Good Learner.

#### **Personal Details:**

**Father's Name** : **Mr. Sunil Kumar Sharma**

**Date of Birth** : **06/01/1996**

**Gender** : **Male**

**Nationality** : **India**

**Marital Status** : **Married**

**Language known** : **English, Hindi, Bhojpuri, & Magahi.**

**Hobbies** : **Listening to Music, Playing Cricket.**