

CURRICULUM VITAE

SHIV KUMAR BAGHEL

Permanent Address:

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Objective:

To gain first and experience of Hospitality Operation, improving communication skills, grooming, also to learn the Hospitality Industry more deeply & learn guest handling.

Experience

- **Currently working in “SMARTWORKS CO-WORKING SPACES PRIVATE Limited Indore (pre-opening)” MadhyaPradesh as soft services operations from 05 September 2022 to till now**

Operations Management

- ⇒ Supervision in day-to-day Operation in terms of Housekeeping, General administration ,office management, cafeteria service, Helpdesk service, pantry service etc.
- ⇒ Effectively handling full swing soft service and general administration at site.
- ⇒ Responsible for facility Operation, Food & Beverage and Store management, Help desk Management and coordinating with Employees for resolving their concerns/ needs.
- ⇒ Handling the procurement (local) of necessary equipment /material for Facility use, House Keeping etc.
- ⇒ Handling all VVIP Client visit / Event at location for all different operations.
- ⇒ Handling all business Operations Town hall and employee engagement activity at location.
- ⇒ Handling Food festival and event planning and execution at the location.

- **Worked as a Housekeeping Executive in “Hilton Garden inn Lucknow.”**

From 10 December 2020 to 20 August 2022

Operations Management

- ⇒ To ensure customer satisfaction is maintained.
- ⇒ Ensuring guest laundry is collected, charged and returned to the guest in a speedy and accurate fashion.
- ⇒ Ensuring guest property left behind is logged and stored in a secure location for lost property.
- ⇒ Resolving any guest problems or complaints when possible and ensuring management are kept informed.
- ⇒ Actioning any maintenance requests in order to comply with the hotel's established quality standards and ensure guest satisfaction.
- ⇒ To ensure the department is operated within the legal framework.

- ⇒ Managing a stock control and ordering system to ensure availability of stock and cost control to maintain costs to a minimum.
- ⇒ Coaching and counseling of associates as and when required.
- ⇒ Accurately managed rosters, leave requirements and absences, ensuring appropriate guidelines were followed.
- ⇒ Report maintenance issues to maintenance/Engineering Department.
- ⇒ Carry out lost and found procedures.

- **Worked as a Housekeeping Executive in “Red fox By Lemon tree Hotels, Aerocity New Delhi” from 15 September 2018 to 3 December 2020.**

Operations Management

- ⇒ To ensure standards of cleanliness, hygiene and tidiness in all bedrooms/corridors/function rooms/public areas are maintained.
- ⇒ Supervising the daily cleaning of assigned rooms, bathrooms, corridor areas and public areas to the highest standards this includes changing line, replacing towels, cleaning bathrooms thoroughly, vacuuming, mopping and dusting daily. Subject to levels of business the housekeeper will be excepted to also service rooms.
- ⇒ Ensuring the upkeep of vacant rooms.
- ⇒ Replenishing brochures and paper goods throughout the bedrooms/hotel.
- ⇒ Maintaining an orderly storeroom and trolleys.
- ⇒ Ensuring all records and registers are maintained up to date.
- ⇒ Requisition for the floors as well as reducing losses and cost controlling.
- ⇒ Ensuring the proper maintenance of the rooms/Hotel.

- **Worked as a Housekeeping Supervisor in “Sayaji Hotel Indore, Madhya Pradesh” from 3 April 2017 to 10 September 2018.**

- **Worked as a Senior Guest Service Associated in “The Leela Ambiance hotel & Residence Gurugram” from 15 Feb 2016 to 25 January 2017.**

Operations Management

- ⇒ Handling a cluster of 13 rooms each ensuring all the rooms is maintained as per standards.
- ⇒ Co-ordination with engineering to take rooms out of order for preventive maintenance.
- ⇒ Responsible for the minibar operation also.
- ⇒ Responsible for deep cleaning schedules for self and colleagues.
- ⇒ Responsible for updating the monthly linen inventory and maintaining records.
- ⇒ Assisting the supervisor in the linen and uniform room.
- ⇒ Worked in laundry and public area also.

- **Worked as a Guest Service Associated in “Jaypee Hotel & Convention Center Agra U.P.” From 22, Aug 2014 to 29, January 2016.**

Operations Management

- ⇒ Ensure all housekeeping staff is complying with the company standards.
- ⇒ Brief assigned housekeeping staff, schedule duties and tasks and ensure follow-up.
- ⇒ Responsible for coordinating with the housekeeping manager to ensure compliance with sanitation standards and procedures within the housekeeping Dept.
- ⇒ Responsible for updating the monthly linen inventory and maintaining records.

- Completed my 21 weeks Industrial training from "**ROYAL ORCHID REGENTAHOTEL, NEW DELHI**

Strengths:

- Fast learning ability

Professional Qualification:

- Completed B.Sc. (H&HA) from Institute of hotel management, Gwalior in year 2014.

Educational Qualification:

- 2009: Passed Senior Secondary School Examination from MP Board.
- 2011: Passed Higher Secondary School Examination from MP Board.

Area of interest:

- Housekeeping Soft Service.

Interest and Activities:

- Making Friends.
- Interacting with new People.

Skills:

- Good Communication
- Punctual
- Ability to work as an individual and in a team as well.
- Always open for innovation.

Personal Information:

Father Name: Mr. Keshav Singh Baghel

Mother Name: Mrs. Ramshanei

Gender: Male

Date of Birth: 02-Oct-1993

Marital Status: Married

Nationality: Indian

Language Known: Comfortable with Hindi, English

Declaration:

I hereby declare that all the above-mentioned statements are true to the best of my knowledge & belief.

Date:

Place:

(Shiv Kumar Baghel)