



# DIWAKAR VERMA

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## PROFESSIONAL SUMMARY

**PERSONAL SUMMARY:** - To actively contribute towards the growth and profitability of an organization and simultaneously achieve a personal growth by holding the key position in the organization. Enthusiastic assistant manager housekeeping offering Six years of hospitality experience. Hands-on manager and team leader dedicated to providing high-quality, efficient housekeeping operations in support of guest needs. Proficient housekeeping management professional trained in hotel operations, cleaning procedures and health and safety regulations. Skilled manager with solid experience managing all levels of multiple projects including budgeting, inventory control and administration to drive profitability and growth.

## EXPERIENCE

### **Assistant Manager Housekeeping (Currently working) Novotel goa Dona Sylvia resort, South goa**

#### **Assistant manager housekeeping, 01/2021 - 11/2022**

**Mercure goa devaaya resort, Old goa, Panjim, India**

- Trained and helped less experienced staff manage workloads and assignments, facilitating fulfilment of organizational objectives.
- Helped less experienced staff manage daily assignments.
- Supervised and delegated tasks to employees to meet key productivity targets.
- Maintained positive, professional working environment to optimize staff and guest satisfaction.
- Optimized employee schedules by balancing company priorities with staff leave requests and shift preferences.
- Attends periodic staff meetings with other department heads to discuss company policies and guest complaints, and to make recommendations to improve service and ensure more efficient operation.
- Plans work schedules to ensure adequate service.
- 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.
- Inventories cleaning supplies & linen stock to ensure adequate supplies.
- Investigates concerns regarding housekeeping service and equipment, and takes corrective action.
- Provides support to the Executive Housekeeper in all areas of Housekeeping operation, such as staff training, coaching, counseling's and also enforces to thehotels standard operating procedures.

#### **housekeeping executive, 12/2019 - 10/2020**

**Novotel goa Dona Sylvia resort, South goa**

#### **Housekeeping Executive, 10/2018 - 11/2019**

**Sheraton hotel Hyderabad, Hyderabad**

- Accurately managed rosters, leave requirements and absences, ensuring appropriate guidelines were followed.
- Submitted repair requests to maintenance teams for prompt remedy.
- Placed housekeeping staff on specific shifts and room blocks based on abilities and daily requirements.
- Motivated team members to deliver optimum results, leading by example through positive interactions with guests and staff.
- Tracked absences and punctuality to determine timekeeping records and find replacements for cleaning tasks.
- Responded to queries and resolved issues to maintain smooth communications and professional track record.
- Examined rooms, lounge areas and stairways to determine cleaning requirements and maintain safe and aesthetically appealing appearance and standards.
- Manage guest requests, including VIP amenities and communicating them to the relevant team members.
- Achieve positive outcomes from guest queries in a timely and efficient manner
- Carry out lost and found procedures.
- Report maintenance issues to Maintenance/Engineering Department.
- Assist Housekeeping Manager with training requirements.

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**Room Attendant, 08/2016 - 10/2018**

**Vivanta by Taj, Bangalore**

- Welcomed guests, provided answers to questions and anticipated service needs.
- Cleaned guest rooms and changed linen to high standards.
- Maintained security, ensuring each guest room was locked after performing housekeeping services.
- Vacuumed, dusted and polished furniture in common areas, including corridors and lift entrances.
- Used specific cleaning products in each guest room as per company procedures.
- Delivered extra linen, paper products and toiletries to guests upon request.
- Replenished guest rooms with necessary supplies including water glasses, toiletries and paper products.
- Managed linen trolley, keeping it neat and organized.
- Trained newly hired room attendants on company policies, cleaning procedures and customer service techniques.
- Stocked and maintained work trolleys and cupboards with required supplies for daily shifts.

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**Industrial training, 01/2014 - 10/2014**

**FORTUNE SELECT METROPOLITAN, JAIPUR**

- Housekeeping operations and management
- Food & beverages management
- Front office and guest relations.

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**CORE  
QUALIFICATIONS**

<ul style="list-style-type: none"> <li>• Microsoft Office Suite (Excel, PowerPoint, Word), Property management system (PMS)- Opera and Fidelio, and Point of Sale(POS) system application.</li> <li>• Hardworking, quick learner, disciplined, balanced and detailed Oriented.</li> <li>• Continuous communication and engagement with people in everything we do.</li> <li>• Continuous listening strategy, keeping it simple, seeking guidance and support.</li> <li>• Possess strong organizational and</li> </ul>	<ul style="list-style-type: none"> <li>• Monitors employee performances and works towards further development.</li> <li>• Profound ability to anticipate guests' needs and respond appropriately.</li> <li>• Demonstrated ability to ensure all tasks are completed in a timely and systematic manner.</li> <li>• Team Player, building relationships and social intelligence.</li> <li>• Product and service knowledge</li> <li>• Recruitment and hiring</li> <li>• Guest relationship building</li> <li>• Teamwork skills</li> </ul>
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- people management skills.
- Profound ability to deal with a variety of people from different cultures.
- Excellence in customer service and ability to multitask.
- Planning, coordinating and directing all daily activities pertinent to custodial functions.

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## EDUCATION

**IHM, BHUBANESWAR, 2016**

**Bachelor's Degree: Hospitality and Hotel Administration**

**Institute of hotel management and catering technology and applied nutrition, IHM, 2016**

**Bachelor's degree: Hospitality and Hotel administration**

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## ACCOMPLISHMENTS

- Have got the Appreciation Letter from May Fair Hotel & Resort during the 50th conventional meet of FHRAI
- Has received letters of recommendation for good work from various high profile guests and GM of the Hotel
- Receive “Associate of the month” award in Nov-17
- Receive “Best Floor” award in 2017
- Various recognitions received by the in house guest
- Receive “Wall of Fame” award in month of nov 2018

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## PERSONAL DETAILS

- Father's Name: - Manu Lal
- Birthdate: - 30/05/1996
- Marital Status: -Single.
- Nationality:-Indian

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## DECLARATION

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**(Diwakar Verma)**