

RESUME

Name : Madhan Kumar C G
Contact No : +919940126353
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Abridge

“To become a technically and conceptually skilled person to satisfy the needs of the management and guest with best possible services”.

Personal Skills

- Possess Excellent Communication Skills.
- Comprehensive problem solving abilities
- Ability to work as an excellent Team facilitator
- Maintain cordial human relationships
- Confident and positive attitude
- Always looking for opportunities to excel.
- Accepting new challenges and achieving them and believe in exceeding goals rather than meeting them.

Education

- Diploma in Hotel Management & Catering Tech, SRM University, Kattankulathur, Chengalpattu-603203, Tamil Nadu
- Schooling – Kings English Medium School, Chittoor-517001, Andhra Pradesh

Professional Experience

Hilton Chennai

- **Worked as a Housekeeping Room attendant from July 2011 to November 2013**
- **Worked as a Housekeeping Training executive from December 2013 to May 2014**
- **Worked as a Housekeeping floor executive from June 2014 to January 2018**
- **Worked as a Housekeeping Assistant manager from February 2018 to December 2022**

Hilton EGL Bangalore

- **Currently employed as an AEHK in Hilton EGL Bangalore from January 2023 till the present.**

Job Profile

- Taking hand over of Rooms and Public area with proper snagging and de snagging
- Managing the Team performance efficiently.
- Maintaining the various reports required on daily, weekly or monthly basis.

- Motivating the Team members from time to time.
- Maintain the given Target and support the team to increase the given target
- Living up to the expectation of the management /guest.
- Mentoring and Coaching
- Maintain high quality of cleanliness in property.
- Take frequent visit to public Areas and ensure all areas of the hotel are spic and span with high quality of cleanliness.
- Ensure the maintenance of an adequate quantity of supplies for the effective running of the department.
- Frequently check the quality of the linen being used in the hotel and inform the Executive Housekeeper of its condition and alert them in the instance that the linen is being misused

ACHIEVEMENTS:

- In Ehk's absence, from January 23 to June 23, I oversaw the department and handled multiple audits with positive results, maintaining the YTD Cleanliness of guest room salt at 89.5%.
- Certified with train the trainer
- Certified with Elevate-1 & 2
- Consecutively achieved salt trophy for the year 2017, 2018 & 2019
- Sustained Quality Assurance Audit Cleanliness score in Green zone in all the audits
- Keep up the departmental expenses 10% less than the budget
- Scored positive in GTMS

Interests

Exploring new places

Languages known

English, Tamil, Telugu, Hindi

Personal Information

Date of Birth : 14/02/1988.

Sex : Male

Marital Status : Married

Nationality : Indian

Mail : madhan.14feb@gmail.com

Contact No : +919940126353

Present Address : No.13, Flat no 101, 22nd cross street, Ejipura, Bangalore – 560047, Karnataka

Declaration

I declare that the details furnished in this resume are true to the best of my knowledge.

Reference :

Name : Umapathy Ganapathy

Désignation : General manager at Sarovar Hôtels & Resorts

Contact no / Mail id : 8508263178 / Gmspm@sarovarhotels.com