

# **RESUME**

## **RAMANATHAN.D**

### **DEPUTY / ASSISTANT HOUSEKEEPING MANAGER**



I am looking for an ideal opportunity to use the knowledge and skill. I have accumulated in a highly evolving competitive Industry through hard work and dedication. Constantly striving for self- development, I wish to enhance and develop by diversity, refining my existing capabilities and qualities to higher and more effective degree in becoming a professional of true exception. My strengths as a Manager, with over 17 years' experience, lie in my ability to develop a strong team of highly motivated and professional people to deliver a luxury experience and get the job done. In particular, I enjoy projects, which allow me to set up new concepts and ideas. Having exposure to international brands like Ascott Ltd and part of the pre-opening of Citadines OMR Chennai and presently working in MSC Passengers Cursie as an Assistant Housekeeping Manager handling the operation.

#### **Contact**

**Address:**

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**DATE OF BIRTH :** 31<sup>st</sup> May 1986

**NATIONALITY :** Indian

**PASSPORT NUMBERS:** U5711151

**Visa status:** Residence (Employment)

#### **Languages:**

Tamil & English –Fluent

Hindi & Malayalam - Can speak

#### **Hobbies:**

- Book Reading
- Travelling

#### **TRAINING ACITIVIES**

- **Devi Garh palace – UDAIPUR**  
(Placement as Training Nov 2003 to Jan 2004)
- **Santesh the prince - MYSORE**  
(Placement as Training Apr 2004 to Jun 2004)
- **Ambassador Ajanta - Aurangabad**  
(Placement as Training Apr 2005 to Jun 2005)

#### **Skill Highlights**

- Ethic & high-level responsibility
- Strong decision maker
- Complex problem solver
- Flexible to work within a team
- Creative
- Innovative
- Service-focused.
- People Management

#### **Experience**

- **MSC – Cursie** from June 2023 to till date.  
Assistant Housekeeping Manager
- **CLARIDGE HOTEL DUBAI 165 UNITS (Middle East Group)** Executive Housekeeping from Sep 2021 to Feb 2023.
- **SOMERSET GREENWAYS CHENNAI – 187 UNITS**  
Housekeeping manager from Nov 2018 to May 2021
- **HABLI HOTEL CHENNAI - 94 UNITS**  
Deputy housekeeping Manager from May 2017 to 2018
- **CITADINES APART SERVICE RESIDENCE – PRE OPENING- 269 UNITS**  
Assistant Housekeeping Manager April 2016 to May 2017
- **SOMERSET GREENWAYS CHENNAI – 187 UNITS**  
Housekeeping Executive from Nov 2012 to May 2016
- **GREEN PARK CHENNAI – 180 UNITS**  
Housekeeping SR.Supervisor from Jan 2011 to May 2012
- **AMBICA EMPIRE – 84 UNITS**  
Housekeeping Supervisor from Feb 2008 to Jan 2011
- **BALAJI RESORTS – 90 UNITS**  
Housekeeping Supervisor from Feb 2007 to Jan 2008

ON-JOB ACHIEVEMENTS

- Successfully completed Emergency First Aider Safety Training program Somerset greenways Chennai
- Successfully completed a program of training and guest handling & Handicapped guest situation handling
- Successfully Achieve Life Heart Ware Award certificate.
- Successfully Achieve Innovation Award of the year certificate

EDUCATIONAL QUALIFICATION

MSC Tourism hospitality Management Madurai Kamaraj University	2013-2015
Diploma in Hotel Management & Catering Technology - Madurai	2004 -2006
Higher secondary course (Government Higher Secondary School)	2002 - 2003
SSLC (Government Higher Secondary School)	2001

Key Responsibilities

Responsible as Executive housekeeper

- Heads the department. Overseas all operational aspects of all Housekeeping and Laundry Operations, ensuring cleanliness, maintenance and presentation standards are managed to brand standards in all Housekeeping areas.
- Oversee the smooth functioning of the Department at routine operational level.
- Overseeing all operative function as per company policy and procedures.
- Responsible for compliance with International Safety Standards
- Responsible for carrying out training for Safe work culture practiced as company vision 0% work related Accidents for all Departmental Associates.
- Responsible for timely inventories of capital good and linen and proper procedural discard with further utilization of discard linen to ensure optimum utilization of company’s resources with minimum wastages.
- Ensuring constant monitoring on Guest Satisfaction index /Repeat clientele / and implementing constructive means to ensure a high percentage in both.
- Perform tasks in pursuit of the achievement of business goals.
- Ensure the highest standards of cleanliness, maintenance and safety are achieved in the department and throughout the hotel.
- Conduct regular inspections of all Housekeeping areas with Housekeeping Supervisors.
- Inspection Guest and public areas on a regular basis to ensure that the furnishings, facilities and equipment are clean and in good repair and making recommendations for the upkeep of the same.
- Managing PPM (Planned preventive maintenance) cleaning schedules.
- Maintain a close working relationship with the Engineering, Front Office, Sales and other Department Heads.
- Maintain effective human relations and works with human resources to ensure that team member’s performance is effectively managed.
- Effectively managing employee relations within the department through involvement in performance appraisals, recognition, incentive programs and communication meetings.
- Planning for future staffing needs, involvement in the recruitment process, orientation and training of new members of the team
- Implementing and controlling Housekeeping procedures that provide for the health and safety of personnel and guests, such as lost and found service, key control, security and emergency procedures and environmental procedures.
- Preparing and managing of the department’s budget, including expense forecasting in line with hotel occupancy and forecasts.
- Maximize hotel profitability by properly managing expenses, labour and other material resources.
- Maintaining the stock of guest amenities, ensuring cost-effective purchasing while maintaining brand standards.
- Overall in charge of the Horticultural Department.

Declaration

I hereby declare that the information included herein is true as per my best knowledge.

D.RAMANATHAN.

