

CURRICULUM VITAE

Name: - Lalit kumar

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Career Objective:

Seeking a challenging position in the field of management which helps me enhance my managerial, technical, interpersonal and communication skills and utilize the same to meet the challenges and growth of the organization to make a significant contribution to the company.

Professional Experience:

- Currently Working With Ramada by Wyndham dehradun on 1st sep.2023 as a housekeeping supervisor.
- Worked as a housekeeping supervisor in Park Plaza Ludhiana from 16th August 2022 to 26th August 2023
- Rejoin as a Housekeeping Associate in Nirvana Banquets and Club Hotel Ludhiana from 10th Feb. 2022 to 15th August 2022
- Worked as a Housekeeping Associate in Nirvana Banquets and Club hotel Ludhiana from 1st Nov. 2019 to 24 Dec. 2021.

Job Profile:

- Train housekeeping staff on cleaning and maintenance tasks
- Oversee staff on a daily basis
- Check rooms and common areas, including stairways and lounge areas, for cleanliness
- Schedule shifts and arrange for replacements in cases of absence
- Establish and educate staff on cleanliness, tidiness and hygiene standards
- Motivate team members and resolve any issues that occur on the job
- Respond to customer complaints and special requests
- Monitor and replenish cleaning products stock including floor cleaner, bleach and rubber gloves
- Participate in large cleaning projects as required
- Ensure compliance with safety and sanitation policies in all areas
- Inspect room's and Public areas as well.
- Manage lost & found programs and key control program.

- Ensured stock rooms and carts were maintained with sufficient supplies.
- Assisted housekeeping manger with guest supply ordering, inventory, and monthly linen inventory.
- Solved guest problems to exceed customer expectations, and effectively managed guest and team member issues and incidents
- Coached, counseled, motivated and maintained high employee morale, positive relations with the housekeeping staff.
- Promoted team member empowerment and loyalty.
- Coordinate effectively with maintenance staff ensure timely repair and maintenance throughout entire hotel.
- Ensured highest standards of cleanliness and quality, maintained high scores in guest surveys and regular company inspections.

Academic Qualification:

- Graduate in Airlines Tourism and Hospitality Management in 2015 from Punjab Technical University Jalandhar.
- 12th with Non Medical Stream in 2012 from Himachal Pradesh Board of School Education Dharamshala.
- 10th in 2010 from Himachal Pradesh Board of School Education Dharamshala.

Computer savvy:

- Six month diploma in Basic Computer Applications
- Working knowledge of Microsoft office word
- Ms Excel
- Power Point
- Mail Handling

Personal Detail:

- **Father Name :** Rakesh Kumar
- **Mother Name:** Reena Devi
- **Date of Birth:** 31st July 1994
- **Marital Status:** Married
- **Language Known:** Hindi, English, Punjabi
- **Hobbies:** Playing Badminton, Travelling, reading holy books and making new friends
- **Permanent Address:** V.P.O. Kakrot, Teh. Bhoranj, Distt. Hamirpur(H.P.)176048

Declaration:

I do hereby declare that the above mentioned particulars are true and correct to the best of my knowledge.

Place:

Date:

(Lalit Kumar)