



Ankush Verma

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Profile

- With a keen desire to harness my full potential and acquire diverse professional experiences, I am eager to contribute as a valuable asset to an esteemed organization. My ultimate objective is to achieve and demonstrate high levels of professional competency. To actualize this ambition, I am actively seeking employment with a reputable and dynamic organization that fosters a challenging work environment conducive to continuous growth and development.
- In pursuit of excellence, I aim to leverage my skills and dedication to make meaningful contributions to the organization's success. I am committed to embracing challenges and opportunities that will further enhance my expertise, while concurrently adding significant value to the goals and objectives of the company. Joining a professional setting that encourages innovation and continual learning aligns seamlessly with my career aspirations and will undoubtedly propel me towards sustained professional growth and achievement.



Education

03/2007 - 03/2010
Shimla, India

Bachelor in Arts
Himachal Pradesh University

04/2010 - 04/2011
Chandigarh, India

Catering Technology & Tourism | Post Graduation (Hotel Management)
Imperial Institute Of Hotel Management - Punjab Technical University



Work Experience

08/2023 - Present
Mohali ,Punjab

Executive Housekeeper
Sarovar Hotels and Resorts

Job Responsibilities:

- Oversee and manage the day-to-day operations of the housekeeping department at Sarovar Hotels and Resorts in Mohali, Punjab.
- Participated in the recruitment process, assisting in the selection and onboarding of personnel for various hotel departments.
- Organized and led working meetings with the team, providing clear instructions and fostering effective communication among staff members.
- Regularly assessed staff involvement and performance to ensure the attainment of targets, actively contributing to the setting of performance-related bonuses.
- Oversaw and ensured that hotel rooms were cleaned and arranged in accordance with the company's high standards of cleanliness and presentation.
- Managed and maintained par stock levels for guest supplies, cleaning supplies, linen, and uniforms to meet operational requirements.
- Conducted regular inventories of linen, cleaning supplies, uniforms, and other essential items, ensuring accurate record-keeping and efficient resource management.
- Collaborated with relevant departments to streamline inventory processes, implementing best practices for tracking and replenishing supplies.
- Played a key role in optimizing operational efficiency by ensuring timely procurement of supplies and preventing shortages.
- Maintained a meticulous record of inventory levels, usage, and reorder points, facilitating informed decision-making for restocking.
- Worked in adherence to company policies and standards, contributing to the overall success of the hotel's operations and maintaining a high level of guest satisfaction

10/2020 - 08/2023
Shimla ,Himachal Pradesh

Executive Housekeeper
The Hotel Royale Retreat

Job Responsibilities:

- Directed and supervised the daily operations of the housekeeping department at The Hotel Royale Retreat in Shimla, Himachal Pradesh.
- Formulated and executed efficient cleaning and maintenance procedures to ensure the highest standards of cleanliness and hygiene throughout the hotel premises.
- Provided leadership to the housekeeping team, offering training, guidance, and motivation to achieve optimal performance and guest satisfaction.
- Conducted regular inspections of guest rooms, public areas, and service areas to guarantee adherence to cleanliness and quality standards.
- Collaborated closely with other hotel departments, including front office and maintenance, to address guest requests, resolve issues, and maintain a seamless guest experience.
- Managed inventory and procurement of housekeeping supplies and equipment, optimizing utilization within



Work Experience

05/2019 - 08/2020
Chandigarh ,Punjab

- budget constraints.
- Implemented and enforced safety and security measures, creating a secure environment for both guests and staff members.
- Upheld and enforced the hotel's policies and procedures related to housekeeping and cleanliness, ensuring compliance with industry standards.
- Cultivated strong relationships with suppliers to facilitate timely and cost-effective procurement of cleaning supplies and equipment.
- Prepared and presented reports on housekeeping performance, contributing valuable insights to senior management for strategic decision-making.
- Nurtured a culture of excellence, teamwork, and continuous improvement within the housekeeping department to elevate overall service quality

Executive Housekeeper

The Hotel Rajshree

Job Responsibilities:

- Directed and managed the daily operations of the housekeeping department at The Hotel Rajshree in Chandigarh, Punjab.
- Developed and implemented effective cleaning and maintenance protocols, ensuring impeccable standards of cleanliness and hygiene throughout the hotel premises.
- Provided leadership and guidance to the housekeeping team, conducting training sessions and fostering a positive work environment to optimize performance and guest satisfaction.
- Conducted routine inspections of guest rooms, public areas, and service spaces to uphold stringent cleanliness and quality standards.
- Collaborated closely with other hotel departments, such as front office and maintenance, to address guest requests promptly, resolve issues, and maintain a seamless guest experience.
- Oversaw inventory management and procurement of housekeeping supplies and equipment, ensuring efficient utilization within budgetary constraints.
- Implemented and enforced safety and security measures to establish a secure environment for both guests and staff members.
- Upheld and enforced the hotel's policies and procedures related to housekeeping and cleanliness, ensuring compliance with industry standards and regulations.
- Established and maintained strong relationships with suppliers to facilitate timely and cost-effective procurement of cleaning supplies and equipment.
- Prepared and presented reports on housekeeping performance, offering valuable insights to senior management for strategic decision-making.
- Fostered a culture of excellence, teamwork, and continuous improvement within the housekeeping department to enhance overall service quality and guest satisfaction.

05/2016 - 03/2019
Zirakpur ,Punjab

Housekeeping Executive

The Hotel Mandarin Square

Job Responsibilities:

- Executed and supervised daily housekeeping operations at The Hotel Mandarin Square in Zirakpur, Punjab.
- Implemented and maintained effective cleaning protocols to ensure high standards of cleanliness and hygiene throughout the hotel premises.
- Provided leadership and guidance to the housekeeping team, conducting training sessions and fostering a positive work environment for optimal performance.
- Conducted regular inspections of guest rooms, public areas, and service spaces to ensure adherence to cleanliness and quality standards.
- Collaborated closely with other hotel departments, including front office and maintenance, to address guest requests promptly and maintain a seamless guest experience.
- Managed inventory and coordinated the procurement of housekeeping supplies and equipment, ensuring efficient utilization within budget constraints.
- Enforced safety and security measures to create a secure environment for both guests and staff members.
- Upheld and enforced the hotel's housekeeping policies and procedures, ensuring compliance with industry standards and regulations.
- Established and maintained effective communication with suppliers to facilitate timely and cost-effective procurement of cleaning supplies and equipment.
- Prepared and presented reports on housekeeping performance, offering insights to enhance operational efficiency.
- Contributed to fostering a culture of excellence, teamwork, and continuous improvement within the housekeeping department to elevate overall service quality and guest satisfaction

04/2015 - 04/2016
Zirakpur, Punjab

Senior Associate

Hotel Ramada Plaza (Pre- Opening)

Job Responsibilities:

- Assisted in the development and implementation of standard operating procedures (SOPs) to ensure smooth and efficient hotel operations.
- Collaborated with the management team to recruit, train, and supervise staff members, ensuring their readiness for the hotel's grand opening.
- Participated in the setup of various departments, including front office, housekeeping, and food and beverage services, to align with the hotel's operational requirements.
- Worked closely with cross-functional teams to coordinate and streamline pre-opening activities, addressing any challenges or issues that arose.
- Assisted in inventory management and procurement of operational supplies, establishing efficient processes and optimizing resources.
- Actively participated in guest service training programs to uphold the hotel's service standards and ensure an exceptional guest experience.

Work Experience

- Coordinated with vendors and suppliers to facilitate the timely delivery of goods and services necessary for the hotel's pre-opening phase.
- Executed administrative tasks and provided support to different departments as required, contributing to the overall success of the pre-opening activities.
- Assisted in the development and execution of marketing strategies to create awareness and generate interest in the upcoming hotel.
- Maintained effective communication channels with team members and management to ensure a cohesive and collaborative work environment during the pre-opening phase.
- Adapted to the dynamic nature of pre-opening responsibilities, demonstrating flexibility and problem-solving skills to address emerging challenges effectively.

04/2012 - 02/2015
Shimla ,Himachal Pradesh

Housekeeping Associate

The Oberoi Clarke Hotel

Job Responsibilities:

- Contributed to maintaining impeccable cleanliness and hygiene standards in guest rooms, public areas, and back-of-house spaces.
- Assisted in the implementation of standardized cleaning procedures to uphold the prestigious Oberoi brand's high-quality service standards.
- Worked collaboratively with the housekeeping team to ensure efficient and timely completion of tasks, fostering a positive and cooperative work environment.
- Conducted regular inspections of assigned areas to ensure compliance with cleanliness and presentation standards, promptly addressing any discrepancies.
- Participated in guest service initiatives, responding to guest requests and concerns with a commitment to providing a superior guest experience.
- Collaborated with the laundry department to manage linen and ensure an adequate supply for daily operations.
- Adhered to safety and security protocols, promoting a secure environment for both guests and staff members.
- Contributed to inventory management, including the procurement and proper storage of cleaning supplies and equipment.
- Engaged in continuous learning and training programs to stay updated on Oberoi's service standards and housekeeping best practices.
- Upheld Oberoi's commitment to excellence in hospitality by delivering service that exceeds guest expectations and contributes to the hotel's reputation for luxury and sophistication.

Agra ,Uttar Pradesh

22-week Internship

Holiday Inn Marina

Job Responsibilities:

- Maintaining Common areas neat sweeping shorting washing.
- Learning how to check rooms.
- Making sure that rooms meet hotel standards tidiness and material available.
- Helping to organize the cleaning service schedule according to occupancy rate.
- Supervising and helping with other service like a luggage front office and restaurant.
- Welcoming Clients.
- Giving advice on Visits, Tours, Touristic Places.
- Guiding Clients along their Journey.
- Answering requests with diplomacy.



Languages

LANGUAGES

English



Hindi



Strengths

Punctual Positive attitude Dedicated Attention to detail Responsible Adaptable Good Communication Skills hardworking