



ASHOK KUMAR RAJPOOT

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Job Objective: Proven leader with 17+ years' success in managing a diverse range of housekeeping task. Well versed in maintaining high standards of excellence in the daily housekeeping operations. In depth know-how of leading housekeeping operations in accordance to hotel policies and procedures. Adept at monitoring and developing team member performance in terms of professional development and evaluations. Very effective in handling queries and complaints in a professional and resolution-oriented manner.

RELEVANT CAPABILITIES

*Special talent for planning, organizing, scheduling, maintaining budgets.

*Demonstrated ability to conduct inventories, and place purchase orders.

*Extensive experience in recruiting and training of staff.

Professional Experience

Howard Johnson Plaza by Wyndham Dubai Deira Sept 2023-Present

Executive Housekeeper

Direct performance of housekeeping staff.

*Ensure maintenance and cleanliness of the hotel on a continuous basis.

*Preparing, Planning and implementing departmental operational budgets

*Conducted regular departmental audits to maintain consistency of brand and cost control

Ramada (Worldwide) Wyndham

Jan 2017 –Oct 2023

Executive Housekeeper in Ramada Hotel Navi Mumbai

*Direct performance of housekeeping staff.

*Ensure maintenance and cleanliness of the hotel on a continuous basis.

*Preparing, Planning and implementing departmental operational budgets

- *Conducted regular departmental audits to maintain consistency of brand and cost control
- *Liaison between Housekeeping, Engineering and Front Office for up gradation and/or renovation of rooms and public areas

Executive Housekeeper in Ramada (Chandigarh) May 2016 – Oct 2016

- *Lead and direct housekeeping operations.
- *Interview, hire and train housekeeping staff.
- *Preparing, Planning and implementing departmental operational budgets
- *Ensure high quality standards and upkeep of hotel equipment, uniforms, linen and horticulture

Svelte Hotel & Personal Suites Saket Delhi Aug 2013 – Nov 2015

Executive Housekeeper

- *Cleanliness & Upkeep of Guest rooms, Public areas, F&B outlets & any other assigned areas
- *Guest room Supplies – To work out the Annual Requirements
- *Quality approval, inventory & replenishment.

Linen Budget/ Inventory/Control –

- *Guest room linen, F&B linen, Health club/Pool linen & Staff uniforms-
- *To work out the Annual requirements in Co-ordination with the concerned H.O.D.
- *Timely Inventories as per the Schedule – Monthly/Quarterly/Annually.- Linen Control.
- *To interact with Hotel guests whenever possible to take feedback about their comfort/satisfaction with the room's facilities & amenities.

JUKASO Hotel, Palace & Resorts, Gurgaon Mar 2009 - Aug 2013

Housekeeping Manager

- *Remarkable experience in managing an efficient housekeeping staff
- *Motivating team members to achieve the organizational goal according to standard.
- *Identifying the areas of improvement and providing special training for the staff.
- *Developing & implementing procedures control systems for maintaining hygiene & quality.

Ramada Plaza Hotel, Connaught Place Delhi Nov 2008 – Mar 2009

Housekeeping Executive

- *Monitored productivity of all activities and recommended improvements.
- *Managed all cleaning agents and diluted as per instructions.
- *Ensured optimal level of customer satisfaction to maximize profitability.
- *Maintained records of all cleaning supplies and equipments.
- *Inspected all guest rooms on regular basis and perform preventative maintenance.

Uppal's Orchid Hotel, Near IGI Airport Mahipalpur Oct 2004 – Jun 2008

Senior Supervisor

- *Prepare the room discrepancy list for Front office.
- *Prepare the VIP amenities list & Min BAR consumption list.
- *Prepare the missing / broken item register.
- *Handle the lost and found procedures and all enquiries.
- *Coordinate with Engineering / Maintenance department for room maintenance

Heritage Village Manesar, Manesar Déc. 2003 – Oct. 2004

Housekeeping Supervisor

*Planning housekeeping duty rosters of staff for various housekeeping activities
*changing the room status from Vacant dirty to vacant clean and changing the room status as per requirement .Coordinate with Engineering / Maintenance department for room maintenance

Shipra Hotel, Noida**Nov 2002 – Dec 2003****Housekeeping Supervisor**

*Prepare the room discrepancy list for Front office.
*Prepare the VIP amenities list & Min BAR consumption list.
*Prepare the missing / broken item register.
*Handle the lost and found procedures and all enquiries.
*Coordinate with Engineering / Maintenance department for room maintenance

Noor-Us-Sabah Palace, (Welcome Group), Bhopal**Apr 2000 – June 2002****Housekeeping Supervisor**

*Prepare the room discrepancy list for Front office.
*Prepare the VIP amenities list & Min BAR consumption list.
*Prepare the missing / broken item register.
*Handle the lost and found procedures and all enquiries.

Industrial Training**Oct 1999 – Apr 2000**

6 Month Industrial Training in -**Noor-Us-Sabah Palace, Bhopal (Grand Heritage Hotel, Franchised By Welcome Group)**

Professional & Educational Qualification

1999-2001 Post Graduate Diplomas in Accommodation Operation & Management from IHM Gwalior or (Institute of Hotel Management)

B.Sc (Math's) From Jiwaji University Gwalior

1996

N.C.C. " A & B" Certificate.

Computer knowledge of MS Word, Excel, Fidelio, IDS, POS

(ASHOK KUMAR RAJPOOT)