

CURRICULUM VITAE

Name: Nikhil Kumar

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CURRENT OCCUPATION

- ✓ Articulate professional of more than 3 and half years of experience in hospitality industry/management
- ✓ Worked at The ACCOR (Novotel) Chandigarh as a Housekeeping Supervisor since pre-opening.

KEY PROJECTS HANDLED

- ✓ Worked with Park Plaza Chandigarh from 2017 to 2018 as a GSA
- ✓ Worked with Country Inn by Radisson
- ✓ Pre-opening of The Accor Novotel, Chandigarh since beginning joined as a GSA housekeeping from 14th July 2021 to 29th December 2023 Later promoted as a Supervisor.

SKILLS

- Hotel Housekeeping and PRE-Opening
- ✓ Profound ability to anticipate guests' needs and respond appropriately
- ✓ Working knowledge of rooms management systems (OPERA).
- ✓ Excellence in customer services
- ✓ Ability to multitask
- ✓ Excellent organizational skills
- ✓ Excellent written and verbal communication skills

EDUCATION

Degree	Year	College
X	2010	K.V ASC Bangalore
XII	2013	K.V ASC Bangalore
Bachelor in Hotel Management	2017	Chandigarh Group of Colleges, Landran, Mohali

CERTIFICATIONS

Certified in Canadian Embassy
Certified in DTP Graphic Designer

ROLE

- ✓ In-charge of store: facilitating department with all necessary resources to achieve maximum quality and productivity.
- ✓ Focusing on guest questioner regularly to achieve maximum guest satisfaction.
- ✓ To assist the Assistant Housekeeper in overseeing the Housekeeping operations ensuring that the hotel standards and procedures are fully known and followed.
- ✓ To be involved in sustainable development and to apply energy and waste management.
- ✓ To ensure a close co-ordination with the Front Office, Engineering, Food and Beverage as well as the Guest Relation regarding usual and unusual guest requests.
- ✓ To ensure a proper coverage and supervision of the Housekeeping sections at all times.
- ✓ To ensure and perform a proper use of all the equipment and property management system, to have a perfect knowledge of the set ups.
- ✓ To respect schedules, terms and deadlines as agreed with the Management.
- ✓ To conduct a daily line up briefing with the Housekeeping Assistant to recapitulate tasks and activity.
- ✓ To share daily activity highlights with the Assistant Housekeeper, including internal and external guest opportunities.
- ✓ To manage any guest complaint in a professional manner, by owning it, resolving it to the guest satisfaction and recording it.
- ✓ To create an atmosphere of high morale and a happy working relationship among the team.
- ✓ To carry out any other reasonable duties as assigned by the Assistant Housekeeper and the hotel manager.
- ✓ Ensure you encourage them to maintain good relationships with their colleagues and all other departments.
- ✓ To assist in the training of team ensuring that they have the necessary skills to perform their duties with the maximum efficiency and in the most productive manner.

Personal Details

Father's Name: Hari Chand Kamboh

Mother's Name: Raj Kumari

Date of Birth: 07th August 1992

Languages Known: Hindi, English, Punjabi

Marital Status: Married

Declaration

**I hereby declare that the above written particulars are true to the
Best of my knowledge and belief.**

Date:

Place:

