

# ***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 14<sup>th</sup> July 2021 to 29<sup>th</sup> 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: 07<sup>th</sup> 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: .....**

