*PUNEET SHARMA*

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Senior Management Professional

 HOUSEKEEPING & HOSPITALITY OPERATIONS.

 AREAS OF EXPERTISE

People Management/ Training: Managing administration, Vendor management, staffing, recruitment, performance review and appraisal. Identifying & imparting appropriate training, service excellence and teamwork as well as supporting service staff so as to attain service excellence & teamwork and regarding varied cultural, lingual & professional backgrounds; Training supervisors in the necessary skills to perform their duties with the maximum efficiency.

Client Relationship Management: Ensuring high quality services, resulting in customer delight and optimum resource utilization for maximum service quality; Ensuring maximum customer satisfaction by closely interacting with in-house and potential guests to understand their requirements and customizing the product and services accordingly; Delivering high-value services to upscale clients for exalting their satisfaction levels and training and motivating the front line staff to deliver 100% guest satisfaction.

Hospitality Functions: Administering overall work assignment of supervisory and non-supervisory personnel. Monitoring housekeeping personnel to ensure rooms, and particularly those of priority members, known repeat guests and other VIP’s receive special attention. Implementing procedures for maintaining cleanliness and hygiene as per set quality standards; conducting hygiene inspections; scheduling routine inspections of all housekeeping areas - occupied and non-occupied rooms by supervisors.

Housekeeping Operations: Overseeing the activities of the housekeeping staff; specifying the service standards regarding cleanliness, amenities and maintenance in rooms/ public areas for adherence to these; Inspecting guest rooms on a regular basis; ensuring furnishing, facilities and equipment are clean and in good repair, well maintained and replaced / refurbished as required. Handling preventive maintenance as well as developing cleaning schedules for rooms and public areas; handling functions like staff briefings, creating the duty roster, shift management.

 *Proven Qualities*

» Successfully handled as Client Servicing in the Hospitality Industry.

» Have successfully & efficiently handled the Housekeeping & Admin operations.

» Proven ability of delivering value- added customer service and achieving customer delight by providing customized services as per requirements.

» Adept a implementing quality parameters for service areas in line with the standard and international guidelines; deft at maintaining customer & employee satisfaction.

» Good communication, interpersonal, liaison and problem solving skills.

» Looking for an opportunity to utilize my knowledge & skills in your esteemed organization & i always try to be an unbreakable link between the working staff and the Management.

 ORGANISATIONAL SCAN

 Presently working with Golkonda Resorts and Spa as

 Executive Housekeeper from March 2015

 Worked with J.P.Hotels and Resorts .New Delhi .

 As Executive Housekeeper (Pre Opening ) from 15thOct12 to Feb 2015.

Significant Highlights:

* Initiated pre-opening activities of new hotel signed by the Hotel.
* Implement the housekeeping standards around the Hotel.
* Handled overall housekeeping operations of the hotel.
* Managed the operations of run As per Brand Standards.
* Controlled staff turnover.
* Inventory Management and control.
* Managing administration, Vendor management.
* Identifying & imparting appropriate training to the staff and supervisors.
* Handling preventive maintenance as well as developing cleaning schedules.

 Worked with Radisson Blu . New Delhi.

 As Asst. Manager Housekeeping (Pre-Opening) from April 2010 to 30thSept 2012.

Significant Highlights:

* Initiated pre-opening activities of new hotel signed by the Hotel.
* Implement the housekeeping standards around the Hotel.
* Handled overall housekeeping operations of the hotel.
* Managed the operations of run As per Radisson Blu Brand Standards.
* Controlled staff turnover.
* Inventory Management and control.
* Managing administration, Vendor management.
* Identifying & imparting appropriate training to the staff and supervisors.
* Handling preventive maintenance as well as developing cleaning schedules.
* Trained the House Keeping Assistants and new team members.
* Supervised Public Area and floor; guided a team of 30 Housekeeping Assistants.

Worked with Indus Palm Hotels and Resorts, Hyderabad .

As Asst Manager Housekeeping, Acting as Executive Housekeeper. From April 2009 to April 2010.

Significant Highlights:

* Trained the House Keeping Assistants and new team members.
* Supervised Public Area and floor; guided a team of 30 Housekeeping Assistants.
* Initiated pre-opening activities of new hotel signed by the Hotel.
* Implement the housekeeping standards around the Hotel.
* Handled overall housekeeping operations of the hotel.
* Controlled staff turnover.
* Inventory Management and control.
* Managing administration, Vendor management
* Identifying & imparting appropriate training to the staff and supervisors.
* Handling preventive maintenance as well as developing cleaning schedules.
* Delivering high-value services to upscale clients for exalting their satisfaction levels.
* Conducting hygiene inspections; scheduling routine inspections of all housekeeping areas.

Worked with Elite Group of Luxury Hotels at Kingdom of Bahrain.

As Housekeeping Executive. Sep2007 to Mar 2009.

Significant Highlights:

* Supervised a team of 40 supervisor’s and room attendants.
* Overseeing the activities of the housekeeping staff.
* Specifying the service standard regarding cleanliness, amenities and maintenance in rooms.
* Inspecting guestrooms on a regular basis.
* Handling preventive maintenance programmes.
* Handling functions like staff briefings, creating the duty roster, shift management.
* Delivering high-value services to upscale clients for exalting their satisfaction levels.
* Conducting hygiene inspections; scheduling routine inspections of all housekeeping areas.

 Worked with Hotel Inter Continental The Grand, Barakhamba Road. New Delhi.

 As Housekeeping Supervisor. April 2005 to July 2007.

Significant Highlights:

* Trained the House Keeping Assistants and new team members.
* Supervised Public Area and floor; guided a team of 30 Housekeeping Assistants.
* Overseeing the activities of the housekeeping staff.
* Conducting Inventories on floors like as Linen, fixed Assets, Equipment etc.
* Inspecting guestrooms on a regular basis.
* Supervised Public Area and floors, corridors and Landing areas.
* Checking all VIP Arrival Rooms, VIP In house, Long Stayer and Single Lady Rooms.
* Suggest new ideas for enhancing the working and quality standards.
* Handling Lost and Found items and their distribution according to the Hotel policy.

Worked with Habitat World at India Habitat Centre.

As Housekeeping Supervisor. Dec 2002 to March 2005.

Significant Highlights:

* Supervised Public Area and floor; guided a team of 20 Housekeeping Assistants.
* Active member of the team and suggested new ideas for enhancing the working and quality standards.
* Supervised Public Area and floors, corridors and Landing areas.
* Checking all VIP Arrival Rooms, VIP In house, Long Stayer and Single Lady Rooms.
* Suggest new ideas for enhancing the working and quality standards.
* Handling Lost and Found items and their distribution according to the Hotel policy.
* Trained the House Keeping Assistants and new team members.
* Supervised Public Area and floor; guided a team of 6 Housekeeping Assistants.
* Overseeing the activities of the housekeeping staff.
* Handling control Desk Operations.
* Handling Guest complaints and messages and their Follow up.

 SKILL ENHANCEMENT SCHEDULES

* Did Operational Training at Hotel Taj Mahal New Delhi 2002. (1 month).

Did industrial training at Marriott Welcome Hotel New Delhi 2002.(6months) with specialization in Housekeeping.

 ACADEMIC CREDENTIALS

2007 MBA (International Business) from Symbiosis.

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2002 P.G .Diploma in Hotel Management from Institute of Hotel Management, PUSA New Delhi.

2000 Graduation (B.com PASS) through, Delhi University

 PERSONAL DOSSIER

Marital Status : Married

Date of Birth : 20th Feb 1979.

Residential Address : House No. A2/23 Krishna Nagar, New Delhi 110051.

Linguistic Abilities : English, Hindi and Punjabi.

Location Preference : Delhi / NCR.

Puneet Sharma

