 **DILIP KUMAR**

**City -Bokaro**

**State- Jharkhand**

 **Email Id –dilip\_bokaro2007@yahoo.co.in**

**Contact no – +919031927461**

***Position Applied for***

***FACILITY MANAGER***

***PROFILE***

Highly motivated and flexible hospitality professional seeking a challenging role in hotel industry. My aim as an experienced management professional is to work in interest of the company and take critical decisions in favor of the company.

***QUALIFICATIONS***

* 3 years diploma in hotel management from IIHM in Kolkata , India
* Completed 22weeks Industrial Training from, CLUB MAHINDRA, GOA
* Higher senior secondary (I.A.C) from, JAC.Ranchi (India)

***CAREER HISTORY***

**Rotana hotel2013-Till Present**

**Jeddah- KSA**

***Unit Mananger***

**Rotana group of hotel**

**Centro capital center hotel 2012 to2013**

**Abu Dhabi - UAE**

***Senior house keeping supervisor***

* Contribute to short & long-term organizational planning and strategy as a member of management team.
* Improving the operational systems, process & policies in support of organization mission.
* Long term planning towards operational excellence.
* Sales forecasting & budgeting.
* Managing agency budget in coordination with the Regional Manager.
* Recruitment of Sales personnel.
* Regular meeting with Executive Director around fiscal planning.
* Supervise and coach housekeeping Manager.
* I am pre opening staff of this hotel.

**Rotana group of hotel**

**The coverotanahotel 2010to2012**

**Ras Al khaimah- UAE**

***Housekeeping supervisor***

* Prepare Housekeeping Attendants job assignments
* Issue keys and supplies to Housekeeping Attendants
* Take note of VIPs, Do Not Disturb, Sleep Out, Double-Lock Rooms and take appropriate action
* Attend daily meetings and receive special instructions
* Receive check-outs before reporting them as vacant
* Receive special requests from guests and carry them out
* Inspect areas cleaned using checklist to see that cleaning is adequate, supplies in room are as per standard and immediate repairs are reported
* Fill out report and hand over found articles to the lost and found department
* Supervise cleaning of guest rooms, corridors and stairwells
* Train and assist Housekeeping Attendants and advise Superior about performance
* Assist with inventory and ensure that all housekeeping machines and equipment are properly handled and maintained

**Sun-n-sand group of hotel 2007 to 2009**

**Mumbai- India**

***Housekeeping supervisor***

* Update managers by consolidating, analyzing and forwarding daily action summaries.
* Provide product, promotion, and pricing information by clarifying customer request; selecting appropriate information; forwarding information; answering questions.
* Prepare sales report & presentation.
* Accomplish department and organization mission by completing related result as needed.

***SKILLS AND HABITS***

Education, Qualifications & Experiences

I have a diploma or vocational training hospitality with previous minor supervisory experiences within the Housekeeping Department of a hotel. Good command of written and spoken English communication skills, along with strong interpersonal and problem solving abilities are essentials. Computer literacy and previous experiences with Opera are an advantage.

**Knowledge & Competencies**

The ideal candidate will be a friendly, caring individual with good cross cultures sensitivity and a concern for quality and an eye for details. I will work well under pressure in a fast paced environment and enjoy working with a multi-cultural team and guests alike, while possessing following additional competencies:

* Understanding Hotel Operations
* Effective Communication
* Planning for Business
* Supervising People
* Understanding Differences
* Supervising Operations
* Teamwork
* Adaptability
* Customer Focus
* Drive for Results

***Personal Information***

* Father name - Mr. Narayan mahto
* D.O.B -13/12/1986
* Marital status - Married
* Nationality - Indian
* Strengths - Will to win, Discipline
* Permanent Address - Vill+post- telo (Beltand), P.s-Chandrapura,

Dist- Bokaro, Jharkhand (India)

***DECLARATION***

I hereby declare the above information is true and authentic to best of my knowledge and believe