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* **CAREER OBJECTIVE**

To join and work with an organization which is progressive and gives me a chance to enhance my skills and be a part of the team that excels in work towards the growth of the organization and gives me satisfaction thereof.

* **KEY SKILLS**
* Ability to plan, organize and keep going under tight schedules and pressure
* Dedicated and Loyal towards work and organization
* Ability to work on multiple tasks efficiently
* Able to cope up with stressful conditions
* Aptitude for learning
* Ample experience in Soft-Services
* **WORKING EXPERIENCE**
* Organization : Prateek Group
* Total Work Experience : 6 Years, 10 months
* Duration, Designation & Job Responsibilities : As Follows
* **From Aug 2015 up till Date( 1 years 3 months) working as Soft – Services Manager (Housekeeping + Administration Jobs) at Prateek Group with following Job responsibilities**
* Planning, Organizing, providing leadership and controlling all administrative functions as follows

1. **Housekeeping services:**

* Leading the team of approx. 80 people (Assistant manager, Executive, Supervisor and Housekeeping Team etc.)
* Followed and checked the SOPs and customize schedule and relevant documents.
* Made MMR, DMR and MIS Report.

1. **Club operation with the facility of Gym, Banquet hall, Restaurant, Sauna bath, Steam indoor and outdoor Games or related relevant work.**

* Leading the team of 20 people (Assistant club manager, Gym instructor, Supervisor and Housekeeping Team etc.)
* Made monthly revenue sheet and MIS sheet.
* Maintained the Guest relation and their feedback to upgrade the facilities.

1. **Complaint management**

* Supervision of complaint.

1. **Others.**

**Team Development:**

* Leading the team of approx. 115 people (Executive, Supervisor and Housekeeping Team etc.)
* Ensuring staff attendance update and leave card been filled up and submitted on time, to H.R department.

**Inventory management:**

* Track consumable and material and make a recommendation for future and to identify area of saving.

**Store Management**

* Involved in preparation of annual budget for the Hose-keeping department.
* Responsible for maintaining inventory as per requirement & keep close check on it.
* Monitor & analyze trends in department expenses and inventory control in order to make recommendations for the future & to identify area of saving.

**Budgeting and Cost Control**

* Preparing Monthly Management Report (MMR), Daily Management report (DMR) and Management information System (MIS).
* Tight control over expenditure as per budget allocated.

**Training Development**

* Ensuring department training imparted as per schedule and documented in records.

Responsible for review of training imparted and properly documented.

**Vendor Management**

* Tracking all vendor manpower, strength & operation in the allocated area on daily basis.

Ensuring all records & documentation system in the department.

Track monthly billing for vendors and validate them.

* **From May 2013 up till July 2015 ( 2 years 3 months) worked as Assistant manager - Housekeeping department at BPTP Faridabad site with following Job responsibilities:**

**Worked at BPTP Faridabad site.**

**Team Development:**

* Leading the team of approx. 115 people (Executive, Supervisor and Housekeeping Team etc.)
* Ensuring staff attendance update and leave card been filled up and submitted on time, to H.R department.

**Inventory management:**

* Track consumable and material and make a recommendation for future and to identify area of saving.

**Store Management**

* Involved in preparation of annual budget for the Hose-keeping department.
* Responsible for maintaining inventory as per requirement & keep close check on it.
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* Tight control over expenditure as per budget allocated.

**Training Development**

* Ensuring department training imparted as per schedule and documented in records.

Responsible for review of training imparted and properly documented.

**Vendor Management**

* Tracking all vendor manpower, strength & operation in the allocated area on daily basis.

Ensuring all records & documentation system in the department.

Track monthly billing for vendors and validate them.

* **From November 2011 to April 2013 ( 1 years, 6 months) worked as Housekeeping supervisor at with the Leela Palace Chennai (5 Star Palace Hotel) with following Job responsibilities:**
* Responsibility for the supervision, training and co-ordination of Housekeeping as Ensure that Housekeeping employees comply with Hotel uniform and grooming standards.
* Maintain Housekeeping supplies at par levels.
* Produce daily productivity list to meet budgeted goals.
* Log all incoming calls and manage distribution of tasks to relevant associates/departments.
* Assist the Executive Housekeeper with Housekeeping stock-take.
* Organize linen stock-takes and collate information. Assist in the inspection of VIP arrivals.
* Check cleaning standards in all public areas and rooms are up to Quality Standards.
* Assist Room Attendants with all enquiries regarding guest requests, problems and room availability.
* Conduct morning and afternoon briefings for the Room Attendants and Turndown Attendants ensuring that all relevant information is passed on to them.
* Ensures safety of keys at all times during working hours. Sign out at start of shift and sign in at completion of shift.
* Turns in all Lost and Found items following the standard procedure.
* Assist with development and performance reviews, identifying key personnel for further development and structured career Patting.
* Assist with the implementation and maintenance of training systems to ensure that associates have the necessary framework and skills to perform their job efficiently and effectively.
* Assist with the preparation of work schedules and annual leave schedules within budget, business expectations and guidelines of the appropriate industrial legislation.
* Assist in the selection and appointment of new associates within the department.
* Conduct regular staff briefings to keep all associates informed.
* Ensure compliance with legislated health and safety requirements within the workplace.
* Comply with all Corporate and Hotel Standards and Procedures.
* Actively promote a work environment, which cares for guests and associates alike.
* Ensure that all associates comply with the grooming and uniform standards.
* It is not the intent of this job description to cover all aspects of the position but to highlight the most important areas of responsibility.
* **From Jan 2010 to Oct 2011 ( 1 years, 10 months) worked with Ramada Plaza New Delhi 5 star deluxe hotel as Guest Service Associate with following Job responsibilities:**
* Receive work assignment, keys and supplies from the supervisor and sign the key log book accurately.
* Clean rooms and bathrooms, performing any combination of the following duties.
* Keep fire exits and stair ways clear of any obstruction.
* Check and report any maintenance work required immediately.
* Pick up any litter from corridors and pathways.
* Vacuum carpet and upholstered furniture, dust and wipe furniture, empty ashtrays and wastebaskets.
* Make bed, wash sink, bathtub, toilet, tiles, mirrors and floor and polish brass and metal
* Replenish bathroom supplies and room supplies. Tidy and arrange neatly guest toilet articles on vanity top and spot cleans carpet when necessary.
* Clean and keep the guest corridors, service pantries and service areas neat and tidy at all times.
* Remove Room Service tray and trolley from guestroom and corridors.
* Inform valet service to collect guest clothes for laundry, dry cleaning or pressing services.
* **From January 2008 to June 2008 (6 months) worked as Trainee at the Holiday inn hotel (5 star deluxe hotel) Jaipur (Rajasthan).**
* Cross training exposure in all hotels’ functional department (Housekeeping, F&B Services, Front office and F&B production).
* **QUALIFICATION’s**

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| --- | --- | --- | --- |
| **EXAM/DEGREE** | **BOARD/UNIVERSITY** | **YEAR** | **PERCENTAGE** |
| BHMCT | UPTU | 2010 | 63% |
| 12th | UP BOARD | 2006 | 65% |
| 10th | UP BOARD | 2004 | 57% |

* **EXTRA CIRRICULAR ACTIVITIES**
* I got appreciation Letter from General Manager (Mr. Pascal dupe) of The Leela palace Chennai for **Leela Trustable personality.**
* Second time also, I got appreciation Letter from General Manager (Mr. Pascal dupe) of The Leela palace Chennai for **Leela Trustable personality.**
* I got appreciation Letter from Executive Housekeeper (Mr. Achal Aga) of The Leela palace Chennai for my good work.
* I got appreciation Letter from General Manager (Mr. Morton Johnston) of The Leela palace Goa for **Assistance to Housekeeping Department** during the festive period at the Leela palace Goa from 21st December 2011 to 10 January 2012 as a supporting team.
* **PERSONAL DETAILS**
* Date of Birth : - 09th Aug 1987
* Fathers Name : -         Atar Singh
* Sex : -         Male
* Place of Birth : - Bijnor
* Languages Known : - English & Hindi
* Marital Status : - Single
* Hobbies : - Listen Music and Diary writing

**PERSONAL STATEMENT:**

I consider my personal strength to include adaptability, flexibility and ability to learn quickly. I have well-developed inter-personal skills with both staff and client while maintaining professional attitude. I am able to make decisions independently and confident of abilities to succeed as a good and effective person. I am currently seeking a position which will allow me to utilize my skills, knowledge and experience to their full potential.

Date: (Saneesh Kumar)

Place: Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_