**NALAJANA CHANDRASEKHAR**

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Phone: +91 8121656589

Date of Birth – 20.05.1983

Marital Status: Married

Nationality: Indian

**AREAS OF EXPERIENCE**

* Managing Housekeeping Department & Operations (Floors, Linen Room, Laundry, Uniform Room, Flower Room and Public Space and Pest Controlling).
* Experience managing a team of housekeeping employees through motivation, coaching and development.
* The ability to anticipate customer needs, change goals and direction quickly and multitask.
* Working knowledge of Housekeeping management systems.
* Proven experience managing housekeeping departments of 50+ employees.
* Ability to maintain a budget.
* Proven excellence in customer service.
* Capable of using independent judgment/solid decision making skills ability.
* Proven comfort and experience to interact effectively with all levels of management, guests, associates, and clientele, both inside and outside of the organization.
* Involving in Forecasting Budgets.
* Managing Inventory of Stores & Distribution Control & Cost.
* Conducting Training's for the Associates and Team Leaders.
* Developing Standard Operating Procedures.
* Leading a team with high service standards and.

Developing a team spirit.

* Contingency plan.

**WORK EXPERIENCE:**

**September 2012- till date.**

**House keeping Manager ,INOX LEISURE LTD ,Visakhapatnam ,Andhra pradesh.**

**Responsibilities**

* Deputies and run the department , attending necessary meetings and maintaining good communications.
* Developing a team spirit.
* Manage the daily activities of the Housekeeping department to include appropriate cleaning of all Floors,offices, seating areas, washrooms, concession stands,auditoriums and all public spaces.
* Planning, organizing and directing team members to ensure the highest degree of guest Satisfaction.
* Daily supervision of the housekeeping staff, including the day, event and post-even crews.
* Purchase, re-order and maintain housekeeping supplies and inventory.
* Conduct pre-event inspections of all Auditoriums, seating areas and public areas prior gate opening for every event .
* Recruit, schedule and train all new housekeeping staff members.
* Maintain the housekeeping budget, providing billing summaries and expenses for all pre and post events.
* Uphold the highest standards of cleanliness, safety, and conduct.
* Determines and maintains the department work schedule used to notify staff of upcoming events and ensure proper preparation and staffing for each event.
* Ensures the proper maintenance of all equipment; makes arrangements for repair and/or replacement of used and damaged equipment.
* Creating a positive atmosphere in the department by supporting motivating and guiding the Associates.
* Focusing on inventory / daily guest supplies
* Assisting 1 - 1 meeting and appraisals with all Senior Associates.
* Assisting in recruitment of Associates.
* Assisting in the section of equipment, product and services as necessary.
* Conducting Departmental meetings.

**July 2008 – July 2012**

**Floor Supervisor TAJ PALACE , Dubai, UAE.(TAJ GROUP OF HOTELS)**

* Conducting departmental opening up / closing down procedures according to the shift allocation.
* Supervise the work of room attendants and all Senior Associates.
* Holding Training sessions for all the Associates.
* Scheduling of Weekly Rotas.
* Assisting 1 - 1 meeting and appraisals with all Associates.
* Carry out the Brand Standard checks within the department.
* Assist in Linen / Uniform Inventories.

**December 2006 – May 2008**

**Housekeeping executive through ISS Integrated Facilities & Services ltd at THE GENPACT ,Hyderabad.**

**April 2005 - November 2006**

**Floor Supervisor**, **THE GREEN PARK**,**,Visakhapatnam,(DIANA GROUP OF HOTELS).**

**May 2004 - March 2005**

**SR**. **Hospitality Assistant**, **THE JAYPEE Palace, Agra.**

**May 2003 - April 2004**

**Housekeeping Assistant**, **THE park,Visakhapatnam**(**APPEEJAY SURENDRA HOTELS).**

**October 2002 - March 2003**

**Industrial Training,** **THE KENIL WORTH BEACH RESORT, Goa**.

**PROFESSIONAL QUALIFICATION:**

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| --- | --- | --- |
| **Institute** | **Board/ University** | **Year** |
| Indo-American Hotel Management Academy, Visakhapatnam (3 years Diploma in Hotel Management). | Global Academic Plan of Educational Institution of American Hotel and Lodging Association, USA. | 2000-2003 |

**EDUCATIONAL QUALIFICATION:**

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| **Completed** | **Institute** | **Board** |
| Intermediate (10+2) | Priyadarshini Junior College, Visakhapatnam. | Board of Intermediate Education, A.P. |
| S.S.C. | St John Parish high school, Visakhapatnam | Board of Secondary Education , A.P. |

**ACHIEVEMENTS**

* Departmental trainer at Taj Palace Hotel Dubai.
* Scored 75% in Richie Audit under my leadership.
* Scored 84% in diverse audit under my leadership.

**LANGUAGES**

English, Hindi and Telugu

**SOFTWARE SKILLS**

Well versed in FIDELIO, OPERA, SAP & Microsoft Office (Word, Excel, Power Point).

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