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 **RACHNA SINGH**

 Sector- 5, Plot No-72, House No-203, Vaishali, Ghaziabad

 Cell: 9213564908 Email:rachnasingh846@gmail.com

 **FACILITY MANAGER**│**HOUSEKEEPING MANAGER**

Proven leader with 16 years’ success in managing a diverse range of housekeeping tasks. Well versed in maintaining high standards of excellence in the daily housekeeping operations. In depth know-how of leading housekeeping operations in accordance to hotel/hospital policies and procedures. Adept at monitoring and developing team member performance in terms of professional development and evaluations. Very effective in handling queries and complaints in a professional and resolution-oriented manner.

. **RELEVANT CAPABILITIES**

* Special talent for planning, organizing, scheduling, maintaining budgets
* Demonstrated ability to conduct inventories, and place purchase orders
* Extensive experience in recruiting and training of staff

 **PROFESSIONAL EXPERIENCE**

Worked as**:**

* Corporate Manager Housekeeping with Cygnus Medicare from 2nd Jan 2015 till date.
* Manager Housekeepingwith **Panacea Newrise Hospital** Gurgaon,

 from May 15, 2013 – Dec 2013.

* Manager Housekeepingwith **Ministry of Health, India** positioned **at Dr.**

 **RML Hospital,** New Delhi fromAugust, 2010 **–** August, 2012.

* Manager Housekeepingwith **Pushpanjali Crosslay Hospital,**

Ghaziabad**,** from May**,** 2008 –July, 2010.

* Team Leader, Housekeeping Department with **Max Super Specialty**

 **Hospital**, Saket, and New Delhi from July, 2006 – May, 2008

* Senior Supervisor, Housekeeping Department with **Escorts Heart Institute**

 **& Research Center,** New Delhi fromJan, 2002 – Jun, 2006.

* House Keeping Supervisor at **HOTEL INTERCONTINENTAL** New Delhi

fromMay**,** 1998 –Jan, 2002.

**Housekeeping Manager**

* Direct performance of housekeeping staff
* Ensure maintenance and cleanliness of the hospital on a continuous basis
* Lead and direct housekeeping operations
* Ensure appropriate and safe use of chemicals and cleaning supplies
* Interview, hire and train housekeeping staff
* Prepare housekeeping budget
* Manage employee records
* Activate involvement in the NABH Assessment & maintain the records and standards as per NABH.
* Order housekeeping supplies and equipment
* Ensure maintenance of housekeeping equipment at all times
* Inspect guest rooms, lobbies and other guest areas to ensure cleanliness and tidiness.

**Major Achievements:**

* Reorganized the employee scheduling procedure by introducing a system that works
* Awarded Employee of the Year following exceptional cleaning and maintenance work practice.
* My greatest achievement helping mould my team in to the efficient and skilled professional machine that they are. As a result, the housekeeping team is more involved than ever before in a variety of internal activities.

**Professional Qualification**

 “Bachelor in Hotel Management” from Indore Professional Studies Academy, Indore affiliated by “Devi Ahiliya Vishwa Vidyalya (DAVV), Indore”.

**Skills:**

* Working knowledge of rooms management systems.
* Excellent organizational skills.
* Strong ability to handle the staff and work pressure.
* Proficient in Microsoft Word, Excel, Access, Power Point, Internet.
* Proven comfort and experience to interact effectively with all levels of management, guests, associates, and clientele, both inside and outside of organization.
* Activator/self-motivated to accomplish goals, with a strong sense of responsibility.
* Capable of using independent judgment/solid decision making skills ability..

**STRENGTHS**

* Hardworking
* Self Motivated
* Enthusiasm in learning New Things
* Positive Thinking
* Punctual
* Discipline and flexible to work in any environment

**BASIC INFO**

### Name : Mrs. Rachna Singh

Date of Birth : 19th Oct 1976

Nationality : Indian

Marital Status : Married

Language : Hindi, English

**Date:**

**Place:**

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 ***(Rachna Singh)***