

INDERJEET

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***To work with an organization which recognizes my true potential and provides me with sufficient avenues for professional growth through nurturing my communication skills and competencies, Providing me with opportunities to make optimal use of my skills and acquire knowledge contributing both to personal as well as organizational growth.***

**Professional Summary**

* A dynamic professional with 9+ years of rich & extensive experience in House Keeping Department.
* A team player, meticulous person, effective communicator with strong interpersonal, relationship management, problem solving skills and leadership qualities.
* Pre-Opening Experience with Leela Delhi and Leela Chennai.
* Possess PMS Skills on Opera Express 5.0, IDS.
* Operations Skills under partial renovation with 100% guest satisfaction.
* Established knowledge in Budgeting.

**Career Contour**

**Country Inn & Suites By Radisson/Country Resort By AHRPL, Vaishnodevi Katra (77 Keys)**

**Worked with Country Inn & Suites By Radisson, Katra from Nov 2016 till 11th June 2018, property converting to Vivanta By Taj, Katra, hence presently running as Country Resort By AHRPL, Katra**

**Assistant Manager Housekeeping (Property Renovation & Conversion to Vivanta)**

**Key Deliverables:**

* Handling Housekeeping department independently.
* Handling guest queries and ensuring smooth guest experiences and have maximum scores in Medalia and other guest feedback platforms.
* Assigning duties to the staff and conduct time to time staff trainings to maintain SOPs and standards of service delivery.
* Inventory and cost control. Handling of lost and found.
* Periodic cleaning schedules to maintain property cleanliness and hygiene.
* Ensuring proper/correct use of chemicals and equipments.
* Full involvement in room renovations and property conversion to Vivanta By Taj, Katra.
* Handling all vendors and other hotel departments to ensure smooth operations and quality service.
* Preparing all daily and monthly reports and making of Housekeeping budget.
* Reporting to General Manager.

**Karma Royal Group, Shimla (38 Keys)**

**Sept’13-Aug’16 (3 Years)**

**Housekeeping Executive**

**Key Deliverables:**

* Handling Housekeeping department independently.
* Handling guest queries and ensuring smooth guest experiences and have maximum scores in all guest feedback platforms.
* Assigning duties to the staff and conduct time to time staff trainings to maintain SOPs and standards of service delivery.
* Inventory and cost control. Handling of lost and found.
* Periodic cleaning schedules to maintain property cleanliness and hygiene.
* Ensuring proper/correct use of chemicals and equipments.
* Time share property, hence putting efforts to deliver the best of the hospitality to have the membership increased and retaining existing.
* Handling Front Office department and coordinating with corporate office as well in the absence of FOM.
* Handling all vendors and other hotel departments to ensure smooth operations and quality service.
* Preparing all daily and monthly reports and making of Housekeeping budget.
* Reporting to General Manager.

**Leela Palace Delhi (260 Keys / Leela Palace Chennai (326 Keys) Pre-opening, both properties**

**Nov’10-Sep’13 (03 Years)**

**Guest Service Executive**

**Key Deliverables:**

* Housekeeping desk handling.
* Making rooms and service of rooms, one floor. Promoted to Club Floor within 3 months.
* Keeping inventory of entire floor and requisition.
* Handling guest queries and ensuring smooth guest experiences.
* Proper use of chemical and equipments.
* Special cleaning schedules to maintain floor cleanliness and hygiene.
* Co-ordinating with maintenance departments to upkeep of the rooms and guest floors. Also with Front Office for guest requirements and preferences.
* Reporting to Housekeeping Supervisor.
* Sent to Leela Palace Chennai for Pre-opening (Nine Months) during working tenure in Leela Palace Delhi.

**Radisson Shimla (60 Keys)   
Apr’10-Nov’10** (8 Months)

**Guest Service Associate**

**Key Deliverables:**

* Housekeeping desk handling.
* Making rooms and service of rooms, one floor.
* Keeping inventory of entire floor and requisition.
* Handling guest queries and ensuring smooth guest experiences.
* Proper use of chemical and equipments.
* Special cleaning schedules to maintain floor cleanliness and hygiene.
* Co-ordinating with maintenance departments to upkeep of the rooms and guest floors. Also with Front Office for guest requirements and preferences.
* Reporting to Housekeeping Supervisor.

**Sarovar Portico, Ludhiana (52 Keys)  
Apr’09-Apr’10** (1Year)

**Guest Service Associate**

**Key Deliverables:**

* Housekeeping desk handling.
* Making rooms and service of rooms, one floor.
* Keeping inventory of entire floor.
* Handling guest queries and ensuring smooth guest experiences.
* Proper use of chemical and equipments.
* Co-ordinating with maintenance departments to upkeep of the rooms and guest floors. Also with Front Office for guest requirements and preferences.
* Reporting to Housekeeping Supervisor.

**Academic Credentials**

* M. Sc. In Hotel Management from Lovely Professional University, Jalandhar.
* Bachelor’s degree from Himachal Pradesh University.

**Personal Snippets**

Linguistic Skills: English, Hindi & Punjabi

Date of Birth: 15th March, 1986

Marital Status: Married

Permanent Address: Vill – Kayalu, PO – Gumma, Teh & Distt – Shimla - 171018, Himachal Pradesh (India)

PH. No---(R) 8263877226

**Undertaking—**

I do hereby affirm and declare that the contents of this resume are true and best of my knowledge. If I get a chance to work with your esteemed organization, I will do the best of my abilities to satisfy the entire requirement to meet the standards.

Inderjeet sharma.