**Deepak MAITHANI **

Holiday Inn Chandigarh, Zirakpur (Pre-Opening /Task Force)

Raksha Business Centre, Ambala Chandigarh Expy,

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**OBJECTIVE**

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| The prime objective for me is to do what it takes to create exceptional experiences for our guests by anticipating their needs. I would like to take on a leadership role within the Housekeeping department and provide “wow” experiences for our guests, owners and our Ladies & Gentlemen. |

 **PROFFESSIONAL & ACADEMIC PROFILE**

* Passed **BHMCT in Hospitality & Hotel administration** from **Institute of Chandigarh group of college, Landran, Punjab, India**  affiliated to

 Punjab Technical University.

* Passed XIIth from CBSE Board
* Passed Xth from CBSE Board

**INDUSTRY EXPERIENCE**

* Currently working with **Holiday Inn Zirakpur (Pre-opening/Task Force) Property** as a **HOD** . **5\* Property with**

**131 Rooms)**

* Worked with **Lemon Tree Premier Hotel**, as an **Executive Housekeeper** since March, 2018. to Feb 2020 **(5\* Property)**
* Worked with **Elite Resort & Spa, Bahrain** as Assistant **Manager Housekeeping** since March, 2016 to March, 2018**.**

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| * Promoted with **The Oberoi Hotel, Shimla , Himachal Pradesh, India** ,as a **Housekeeping Supervisor** from Feb 2013 to Feb 2016

 **(5\*Luxury Property)**  * Worked with **The Oberoi Hotel, Shimla , Himachal Pradesh, India** ,as a **Housekeeping Assistant** from March 2010 to Feb 2013
* **(5\*Luxury Property)**
* Started career as **Housekeeping assistant** with **Vivanta By Taj, Goa, India** from Feb 2009 to Feb 2010**.** ( **5\*Luxury Property)**

**Lemon Tree Premier Gurugram (80 Guestroom, Managed 35 associates with Housekeeping & Laundry)****Designation-( Executive Housekeeper )** **1- Managing Departmental Costs*** Forecasting Housekeeping Operating supplies budget, CAPEX & OS&E budget for the Hotel.
* Attending P&L meeting for Rooms Division and giving appropriate critiques for any unexpected expenses.
* Responsible for Housekeeping Contract renewal in case they get expired by inviting three different vendors once tender is open.
* Responsible for proposing appropriate manning guides for Housekeeping & Laundry in line with fore casted occupancy and business level.
* Participates in the management of the department’s controllable expenses to achieve or exceed budgeted goals.
* Responsible for cost control for Guest supplies, Cleaning supplies and other Housekeeping related expenses.
* Responsible for managing checkbook and cross checking actual expenses against accrued expenses in Finance
* Understands the impact of department’s operations on the overall property financial goals and objectives and manages to achieve or exceed

 Budgeted goals.* Comprehends budgets, operating statements and payroll progress reports as needed to assist in the financial management of department.

 **2- Ensuring Exceptional Customer Service*** Making sure every single guest is met and feedbacks are being taken for any gap with services.
* Training staff to deliver exceptional Housekeeping service which would make staff to write review on social media, Trip Advisor etc.
* Energizing Housekeeping team for creating weekly wow story and submitting it to HR for Submission.
* Creating wow moments for all guest arriving to hotels and having welcome notes present for them.
* Responsible for implementing best practices which improves Guest voice& Room Cleanliness.
* Responds to and handles guest problems and complaints.
* Strives to improve service performance.
* Empowers employees to provide excellent customer service.
* Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement.

 **3- Conducting Human Resources Activities*** Responsible for conducting interview for all vacant position in Housekeeping as a direct hiring manager.
* Responsible for ES (Employee Engagement survey) Action planning and fulfilling needs of all Housekeeping staff.
* Ensuring Housekeeping Job Requisition is being submitted timely manner in order to meet operational demand in line with business.
* Responsible for Quarterly, Mid Year, Final performance review for all associates in Housekeeping and submitting before deadlines.
* Ensuring appropriate learning plan is in place for every single employee in departments for their own development.
* Making sure that training is being conducted on daily basis as per our training calendar for entire Housekeeping staff.
* Ensuring all online mandatory MGS training are in place and being completed before deadlines for Housekeeping staff before the deadlines.
* Ensuring Housekeeping payroll get completed timely manner
* Introducing Housekeeping incentive for rewarding Housekeeping staff based on performance.
* Participates as needed in the investigation of employee accidents.
* Supervises staffing levels to ensure that guest service, operational needs, and financial objectives are met.
* Ensures employees understand expectations and parameters.
* Ensures property policies are administered fairly and consistently, disciplinary procedures and documentation are completed

According to Standard and Local Operating Procedures (SOPs and LSOPs) and support the Peer Review Process.* Observes service behaviors of employees and provides feedback to individuals.
* Uses all available on the job training tools to train new room attendants and provide follow-up training as necessary.
* Participates in the employee performance appraisal process, providing feedback as needed.
* Assists as needed in the interviewing and hiring of employee team members with the appropriate skills.
* Supports a departmental orientation program for employees to receive the appropriate new hire training to successfully perform their job.
* Participates in employee progressive discipline procedures.

 **4- Managing Housekeeping Operations*** Ensures guest room status is communicated to the Front Desk in a timely and efficient manner.
* Making sure that Housekeeping services & Standard are adhered with Brand standard.
* Responsible for conducting self Audit within department and putting correct action plan.
* Responsible to achieve green zones in BSA Audit and achieving goal as assigned on property Level.
* Works effectively with the Engineering department on guestroom maintenance needs.
* Work closely with engineering in order to have monthly PPM schedule.
* Ensuring monthly Inventory are being done for Guest Supplies, Cleaning Supplies, Operating supplies and machines & Inventory.
* Meeting the supplier for any requirement in Housekeeping operations.
* Making sure that each guestroom are scheduled for ppm and deep cleaning as per scheduled provided by engineering.
* Supervises the property general cleaning schedule.
* Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.
* Inventories stock to ensure adequate supplies.
* Supervises daily Housekeeping shift operations and ensures compliance with all housekeeping policies, standards and procedures.
* Assists in the ordering of guestroom supplies, cleaning supplies and uniforms.
* Supports and supervises an effective inspection program for all guestrooms and public space.
* Communicates areas that need attention to staff and follows up to ensure understanding.
* Ensures all employees have proper supplies, equipment and uniforms.

**Elite Resort and Spa, Manama, Bahrain (144 Suites , Luxury Resort, Managed 40 Associates with Housekeeping & Laundry)** **Designations- Assistant Manager Housekeeping** ***Main Responsibilities*-*** Preparing all Housekeeping & Laundry **operational SOPs**
* Preparing manning for Housekeeping & Laundry keeping preopening Budget in mind.
* Responsible for preparing OS&E for Housekeeping & Laundry.
* **Outsource Companies**-Identify, interview, establish, agreement with outsource company for Housekeeping department.
* Set up of Guestroom, Linen room and Laundry as per specific floor plan
* Setting departmental goal to achieve for that calendar year.
* Set up of Lost & Found section for Housekeeping department.
* **Recruitment:** review of ***Housekeeping manning*** guide. identify, interview and bringing on board floor supervisor,

Laundry supervisor, Room attendant & Laundry attendant.* Responsible for Housekeeping supplies, **OS&E** and assets supervision and management.
* Conducting training class for Managers and supervisor, preparing departmental annual training plan.
* Taking part in departmental **monthly P& L meetings** in order to control the cost.
* Reviewing whole department from BSA point of view and making sure that all Housekeeping operation is compliances with Brand

Standard Audit and preparing **action plan** for all Housekeeping Laundry related action plan.* Work closely with director of Finance & Director of rooms for production of Budget for Housekeeping & Laundry department.
* Work closely with Director of Engineering

• To assist the Director of Housekeeping in overseeing the Housekeeping operations ensuring that the hotel standards and procedures Are fully known & followed• To ensure that all the rooms are prepared and inspected as per standards and according to guest requests and needs, including the Turndown services• To ensure appropriate stock level for the smooth run of the Housekeeping and to approve requisitions accordingly. • To be involved in sustainable development and to apply energy and waste management.• To supervise cost control and to suggest saving programs.• To ensure all linen and uniform management and handling procedures are respected.• To supervise and control Lost and Found, maintain records and mail packages to clients.• To make regular room and public area inspections. • To ensure a close co-ordination with the Front Office, Engineering, Food and Beverage as well as the Guest Relation regarding  Usual guest request. To offer assistance at any time in the operations and to monitor, highlight and suggest improvements on any dysfunction.• To ensure a proper coverage and supervision of the Housekeeping sections at all times.• To set performance targets for all associates and constantly monitor and increase ambassador productivity.• To ensure and perform a proper use of all the equipment and property management system, to have a perfect knowledge of the  Set up.• To ensure the strict control of room keys and section keys.• To implement and follow up daily check lists.• To respect schedules, terms and deadlines as agreed with the Management.• To conduct a daily line up briefing with the Housekeeping supervisors to recapitulate tasks and activity.• To assist the Director of Housekeeping in fulfilling administrative responsibilities and monitoring activities. To replace her whenever  Needed.• To manage any guest complaint in a professional manner, by owning it, resolving it to the guest satisfaction and recording it.• To interview potential candidates and to assist in new ambassador’s integration in liaison with the HR Department.• To create an atmosphere of high morale and a happy working relationship among the ambassador.• To conduct ambassador evaluations and surveys. • To develop ambassador motivation and performance through action plans. • To be involved in ambassador retention and satisfaction.• To assist in the training of ambassadors ensuring that they have the necessary skills to perform their duties with the maximum efficiency and in the most productive manner.• To ensure that the Department's operational budget is strictly adhered to and that all costs are controlled and expenditure approved.**Key metric’s**-* Departmental Budget
* Guest satisfaction Survey
* Brand Standard Audit
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| **Achievements**

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| * **2019-**Housekeeping has achieved -92.8% -Room Cleanliness-LQA Audit 2020 under my leadership at Lemon Tree Hotel
* -Completed half renovation project of Lemon Tree Ahmadabad Hotel, 50 Guest-room successfully.
* -Implemented Housekeeping incentive among the department based on perfect 10 Room Cleanliness score.
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**COMPUTER PROFICIENCY:**

* Knowledge of Opera, Fidelio, Protel, SAP

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| * Elementary knowledge of MS Office & Internet operations
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 **PERSONAL DETAILS**

Date of Birth : 30th March 1988

Place of Birth : Chandigarh, India

Father’s Name : Mr. Dinesh Chand Maithani

Passport No. : N8033570

Skype id : deepakmaithani1988

Marital Status : Married

REFERENCES

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| 1-Mr. Utsav GargRegional General ManagerLemon Tree HotelsEmail- gm.pgn2@lemontreehotels.com2- Namit PanditRegional Hr ManagerLemon Tree HotelsEmail id- hr.pgn2@lemontreehotels.com Date:-  |  |  |