

JAYANT CHAKRAVORTY

Quarter No: -- 1502

Sector: -- 8/D

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Summary

Experienced Housekeeping manager with 20+ year leading teams in hotel housekeeping operations. Skilled in training and Building highly productive team.

Work Experience

Manager Housekeeping at HOTEL SONAR BANGLA

June 2024 to Still Working.

- Looking after day to day Housekeeping Operation, Planning and organizing accommodation, Housekeeping, and other hospitality services to the guest.
- Managed a team of 42 housekeeping staff to ensure efficient cleaning services across all the area of the hotel.
- Developed and implemented a system to track and monitor the progress of housekeeping staff.
- Scheduled and organized daily cleaning duties to ensure the hotel is properly maintained.
- Staff Management: Recruiting, scheduling, training, and supervising housekeeping staff, including performance management and Motivation.
- Operational Oversight: Managing the daily activities and cleaning of all guest rooms, public areas, and other facilities.
- Inventory and Supplies: Monitoring and maintaining the inventory of cleaning supplies and equipment, making purchase recommendations, and ensuring adequate stock.
- Budget and Cost Control: Overseeing the housekeeping department budget, controlling costs for supplies, and implementing efficient operations.
- Standards and Quality Control: Implementing and enforcing housekeeping procedures and standards to ensure a high degree of cleanliness, safety, and guest satisfaction.
- Health and Safety: Ensuring compliance with all health, safety, and infection prevention and control regulations.
- Interdepartmental Collaboration: Working with other departments to ensure a positive and consistent guest or resident experience.
- To check all record and to ensure that all record registers are maintained properly.
- To check all the housekeeping store in weekly basis with the complete record and ensuring that adequate supplies are available at all the time. Approving the requisition for replenishing all items out of the stock.
- To ensure proper control over the record of lost and found properly and to ensure proper disposal of the articles after the due expiry date as per policies.
- To talk with the vendor regarding machinery, chemicals and Housekeeping Tools.
- To have meeting with the pest control and gardener contractor for new implementation and control of pesticides.
- To have meeting with GM regarding sharing of new ideas this can be implemented in rooms, public area and their benefits.

Manager Housekeeping at SIDDHAYATAN, (A Unit of Lord Parashvanath Foundation), Madhuban

May 2021 to May 2024

- Looking after day to day Housekeeping Operation.
- Managed a team of 34 housekeeping staff to ensure efficient cleaning services across all the area of the hotel.
- Planning and organizing accommodation, Housekeeping, and other hospitality services to the Guest.
- Liasoning, promoting and Marketing the business.
- Training and monitoring staff planning work schedule for individuals and teams.
- Dealing with customer complaints and comments.

- Managing the daily activities and cleaning of all guest rooms, public areas, and other facilities.
- Monitoring and maintaining the inventory of cleaning supplies and equipment, making purchase recommendations, and ensuring adequate stock.
- Budget and Cost Control overseeing the housekeeping department budget, controlling costs for supplies, and implementing efficient operations.
- Standards and Quality Control Implementing and enforcing housekeeping procedures and standards to ensure a high degree of cleanliness, safety, and guest satisfaction.
- Supervising maintenance, supplies, renovations and furnishing. Dealing with contractors and suppliers.
- Ensuring security is effective. Carrying out inspections of property and services.
- To check all record and to ensure that all record registers are maintained properly.
- To check all the housekeeping store in weekly basis with the complete record and ensuring that adequate supplies are available at all the time. Approving the requisition for replenishing all items out of the stock.
- To ensure proper control over the record of lost and found properly and to ensure proper disposal of the articles after the due expiry date as per policies.
- To talk with the vendor regarding machinery, chemicals and Housekeeping Tools.
- To have meeting with the pest control and gardener contractor for new implementation and control of pesticides.
- To have meeting with GM regarding sharing of new ideas this can be implemented in rooms, public area and their benefits.

**Operation Manager at KGVK (A CSR Wing of Usha Martin), Ranchi
August 2011 to March 2021.**

Krishi Gram Vikash Kendra is a CSR wing of Usha Martin Group, organization is working to develop of Rural Areas of Ranchi district, Jharkhand,

Duties and Responsibilities:

Planning and organizing accommodation, Housekeeping, Catering and other hospitality services to the Guest and Trainees. Liasoning, promoting and Marketing the business; Managing budget and financial plans and controlling expenditure; training and monitoring staff; planning work schedule for individuals and teams; dealing with customer complaints and comments; Ensuring events and conferences run smoothly; Supervising maintenance, supplies, renovations and furnishing; Dealing with contractors and suppliers; Ensuring security is effective, carrying out inspections of property and services. The Planning and implement cost cutting procedures; maintaining quality circle in the premises;

**Housekeeping Manager at KM Memorial Hospital & Research Center, Bokaro
November 2004 to June 2011**

- Managed a team of 40 housekeeping staff to ensure efficient cleaning services across all the area of the Hospital.
- To check the duties of the staff allocated by the supervisor.
- To ensure the upkeep of all Wards, ICU, NICU, Special Ward, Private Cabins and public area and to check all the register maintains.
- To plan in consultation with chief engineer in engineering department, major repair in the wards and public area as required and to ensure the completion of such repair on time.
- To take daily inspection round and prepare notes of his/her observation for discussion in the supervisor's, ward boys, Aayas and houseman's meeting.
- To plan out the training schedule of the staff and supervisor.
- To check all record and to ensure that all record registers are maintained properly.
- To inspect the cleaning supplies and equipments store according to laid down specification.
- To inspect the OPD Doctors Chambers to ensure all the medical equipments are there in the chamber
- To prepare the annual budget.
- To conduct fortnightly meeting with all housekeeping staff.
- To check all the housekeeping store in weekly basis with the complete record and ensuring that adequate supplies are available at all the time. Approving the requisition for replenishing all items out of the stock.
- To periodic performance review of the staff.
- To talk with the vendor regarding machinery, chemicals and Housekeeping Tools.

- To have meeting with the pest control and gardener contractor for new implementation and control of pesticides.
- To have meeting with Manager Operation regarding sharing of new ideas this can be implemented in Wards& public area and their benefits.

Housekeeping Manager at Holiday Village Resort, Gandhidham, Gujrat April 2002 to May 2004

- To supervise the cleaning, maintenance and aesthetic value of guest rooms under control with a view to make these saleable to guest satisfaction.
- To check the duties of the staff allocated by the supervisor.
- To ensure the upkeep of all guestroom and public area and to check all the register maintains.
- To plan in consultation with chief engineer in engineering department, major repair in the room and public area as required and to ensure the completion of such repair on time.
- To take daily inspection round and prepare notes of his/her observation for discussion in the supervisor's, room boys and houseman's meeting.
- To plan out the training schedule of the staff and supervisor.
- To check all record and to ensure that all record registers are maintained properly.
- To check all the housekeeping store in weekly basis with the complete record and ensuring that adequate supplies are available at all the time. Approving the requisition for replenishing all items out of the stock.
- To ensure proper control over the record of lost and found properly and to ensure proper disposal of the articles after the due expiry date as per policies.
- To talk with the vendor regarding machinery, chemicals and Housekeeping Tools.
- To have meeting with the pest control and gardener contractor for new implementation and control of pesticides.
- To have meeting with GM regarding sharing of new ideas this can be implemented in rooms, public area and their benefits.

Housekeeping Supervisor at Hotel Maharani Palace, Jaipur, Rajasthan. November 1999 to March 2002.

Prepare Duty roaster for the staff. To maintain cleaning and hygienic of Guest Rooms, Public area and F & B outlets, to rectify all maintenance work of the Hotel, monthly inventory of Housekeeping consumable & Non- Consumable items and, Hotel Linen, maintaining all Housekeeping Registers and co-ordination with other Hotel Departments.

Leadership & Management Skills

- Team Leadership & Motivation:
- Communication:
- Organization & Time Management:
- Cleaning & Sanitation:
- Inventory & Linen Management:
- Budgeting & Cost Control:
- Technology Proficiency:
- Attention to Detail:
- Problem-Solving & Decision-Making:
- Guest Service & Satisfaction:
- Flexibility & Adaptability:
- Physical Stamina:

Training Exposure:

- ❖ Done 6 month industrial training in Hotel Amrutha Castle, Hyderabad
- ❖ Done 6 month industrial training in Holiday Inn Gem Park, ooty

Professional Qualification:

Three years Diploma in Hotel Management form IIAS School of Management (AICTE Approved), Siliguri, West Bengal.

Date:**Palace:****Signature****(Jayant Chakravorty)**