

**JINESH C.K.** · ·  
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Present Location: Cochin-India



## **OBJECTIVE:**

To Join a dynamic and progressive hotel industry who's offering ample opportunities of diversified exposure and challenging environment where I can further flourish my professional skills and outstrip in my career.

## **AREAS OF EXPERTISE**

- Modern housekeeping techniques and cleaning technology
- Team building- leadership
- Departmental Budgeting
- Handling Multi-cultural staff
- Staff Training & Development
- General Management
- Textiles, fabrics, carpets and interior design
- Housekeeping stock control
- Eye for details, self-starter and flexible.

## **ACADEMIC PROFILE**

- B.Sc. Catering Science and Hotel Management from Bharathiar University, Coimbatore India (2004-2007)
- Pre-Degree from Mahatma Gandhi University, Kottayam, Kerala, India (1999-2000)
- SSLC from Kerala Board of Public Examination, Kerala, India (1998)

## **SOFTWARE SKILLS**

- Knowledge of Opera version 5.0
- Knowledge of Fidelio
- Knowledge of Protel
- Knowledge of Microsoft office (Word, Excel)

## **EMPLOYMENT HISTORY**

**Employer** : **Grand Plaza Hotels & Resorts**  
**Duration** : **8<sup>th</sup> November 2015 to 26<sup>th</sup> January 2021**  
**Position** : **Housekeeping Manager (Reporting to General Manager).**

### **TASKS AND RESPONSIBILITIES:**

- Manage the daily activities of the Housekeeping department to include appropriate cleaning of all offices, concierges, seating areas, washrooms, restaurants, concession stands, suites, and all public spaces.
- Planning, organizing and directing team members to ensure the highest degree of guest satisfaction.
- Daily supervision of the housekeeping Supervisors, staff, including the day, event and post-event crews.
- Daily supervision of the house keeping staff, including the day, events.
- Purchase, pre-order and maintain housekeeping supplies and inventory.
- Recruit, schedule and train all 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.

**Employer** : **Golden Tulip Buraidah KSA (Pre-opening)**  
**Duration** : **August 2013 until August 2015**  
**Position** : **Senior Housekeeping Supervisor (Reporting to Executive Housekeeper) promoted as Housekeeping Manager by January 2015**

### **TASKS AND RESPONSIBILITIES:**

- Assign duties to members of staff.
- Inspect the environment within the organization to ensure it meets the minimum best practice throughout the organization.
- Develop minimum standards for prospective members of his department and minimum standards for rating the work.
- Listen to customers' complaints and ensure that the complaints are addressed efficiently and effectively.

- Stand-in for any member of staff that is unavailable to carry out their duties in order to prevent any unfilled gap.
- Responsible for ensuring dirty laundries are timelessly and appropriately cleaned.
- Order supplies for the housekeeping department.
- Ensure efficient use of departmental resources.
- Direct all housekeeping activities.
- Maintain good relationships with customers and/or clients and suppliers of housekeeping items.
- Maintain good relationships with managers of other units in the organization.

**Employer** : **Movenpick Hotels and Resorts Al Qasim, KSA**  
**Duration** : **August 2011 to August 2013**  
**Position** : **Floor Supervisor (Reporting to Executive Housekeeper)**

#### **TASKS AND RESPONSIBILITIES:**

- Attend or conduct a pre- shift brief meeting at 8:00 am daily.
- Maintain clear and efficient communication and coordination with the Front Office and other departments.
- To attract, motivate and retain staff. Provide best leadership support and is readily accessible to staff.
- Assist in interviewing, scheduling, training, development, empowerment, coaching and counseling of staff.
- Conduct performance, salary reviews and progressive discipline.
- Train staff by following hotel guidelines for the safe handling of all housekeeping chemicals and equipment.
- Review and monitor daily schedule to ensure enough coverage for that day
- Refer and follow up on maintenance/equipment issues with Engineering. Work closely with the House call Engineer for simple and quick repairs.
- Respond to and follow through on guest requests, concerns and problems to the guest's satisfaction.

- Delegate assignments and supervise all staff, House Attendants, Room Attendants, lobby Attendants, turndown Attendants, Linen Room Attendants and Office coordinators.
- Oversee work of contracted labor e.g. night cleaners and make consultation regarding general maintenance of public areas and Back of the House.
- Monitor and perform inventories weekly / monthly. Ensure enough guest supply, linen supply and uniform.
- Coordinate with the outside laundry to ensure that Room Linen/terry, guest clothing and staff uniforms are correctly processed and returned in a timely manner.
- Manage operating expenses to minimize costs while still maintaining excellent guest services.
- Assist with budgeting, forecasting and financial planning of the department.
- Assist with scheduling and payroll cost controls, such as edit daily employee time card and enter employee schedule in the system weekly
- Supervise and conduct daily detailed inspection of guest rooms, public areas, Back of the House and outside of the hotel. Ensures compliance with the hotel's Standards of Excellence, health/sanitation standards and regulations.
- Helping the executive housekeeper with the budget, forecasting, CAPEX and other operational matters.

### **TRAINING EXPERIENCE**

I have done Hotel Operational training program from Trident Hilton Cochin India 2010-2011

I have successfully completed Resort operational Training program From Club Mahindra Coorg, Madikeri India 2007-2010.

Have done Industrial Training Program within the Bachelor Degree at Leela Kempinski Mumbai May 2006- September 2006.

## **PROFESSIONAL TRAINING**

- Fire & Safety
- I clean
- Be my guest
- Do's & Don'ts
- Time Management
- Man Management
- E-Cristal Certified
- How to be Hotelier

## **PERSONAL PROFILE**

Nationality	Indian
Date of Birth	: 27 <sup>th</sup> May 1983
Passport No.	: R8233953 (16.08.2027)
Father's name	: Kanakambaran
Gender	: Male
Marital Status	: Married
Permanent Address	: Chingamchira House, Kolenchery P.O. Ernakulam District, Pin-682311
Languages Known	: English, Malayalam, Hindi, and Tamil

## **LICENSE POCESS**

Kingdom of Saudi Arabia: 123456 (Manual & automatic)

Indian Driving License: 40/4015/2003 with gr.

## **REFERENCE**

### **Mr. Muhamed Anwar**

Business Development Manager  
EWAA Hotel, Saudi Arabia, Riyadh  
Ph: +966 530547480 (Whatsapp)  
Email: anwarm@ewaahotels.com

### **Mr. Osama Qasim**

General Manager  
Grand Plaza Hotel, Saudi Arabia  
Ph: + 201222653588(Whatsapp)  
Email: qasimo@ewaahotels.com

## **DECLARATION**

I hereby understand and confirm that, the above data in which I mentioned in my resume are true and correct.

Yours faithfully,

Jinesh Kanakambaran