

 JINESH C.K.

 MOB. : +91 9846301921

 Email : ckjine1983@gmail.com

 Skype: Jinesh C K

 Presently Location – Trivandrum, Kerala, 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)

# PRESENTLY WORKING

Employer : KIMS Health Care Hospital Trivandrum

Duration : 9th January 2023 (Presently working)

Position : Housekeeping Deputy Manager

**TASKS AND RESPONSIBILITIES:**

* Establish and implements policies and procedures for departmental operations
* Encourages and mentors staff creativity and innovation.
* Demonstrate quality leadership in meeting performance plans.
* Responsible for department data and statistics.
* Actively communicates with administration and other hospital departments to ensure the department operates within budget.
* Plan, organizes, directs, coordinates, and supervises functions and activities of the department.
* Establish work standards and work flow compliance to infection control procedures.

#  EMPLOYMENT HISTORY

Employer : IMA House Cochin

Duration : 21st March 2021 to 30th December 2022

Position : Executive Housekeeper (Reported 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 : Grand Plaza Hotels &Resorts

Duration : 8th November 2015 to 26th 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

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* 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 House keeper) 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 : 27th May 1983

Passport Number : R8233953 (16.08.2027)

CDC Number : 492453 (27.12.2022 to 26.12.2032)

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, SaudiArabia, 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**