

## **SUBHENDU PANDA**

### **HOUSEKEEPING EXECUTIVE**

**S/O; - BHAKTA RANJAN PANDA**

**VILL: - SHYAMPUR**

**P.O:- KUNDHURKA**

**P.S:- PUNCHA**

**DIST: - PURULIA**

**PIN NO: - 723151**

**PHONE NUMBER - +919474613432 / +918372096834**

**EMAIL ADDRESS: - SUBHENDUPANDA524@GMAIL.COM**



### **OBJECTIVE**

**The Leadership Focus:** Results-driven professional with 9+ years of hospitality experience seeking to leverage proven team-building and scheduling skills. Aiming to optimize operational efficiency and uphold 5-star property standards.

**The Metric-Driven Leader:** Detail-oriented leader looking to secure a management role to manage daily operations. Dedicated to driving a 15% increase in room turnaround efficiency while ensuring 100% compliance with sanitation regulations.

**The Luxury/Boutique Specialist:** Dedicated hospitality supervisor eager to bring expertise in high-end luxury standards to a premier resort setting. Committed to mentoring room attendants, managing linen inventory, and exceeding guest satisfaction goals.

### **EDUCATIONAL HISTORY**

**Passed 10<sup>th</sup> From Bagda C.K Vidya Pith Board of WBBSE Year 2010 -**

**Passed 12<sup>th</sup> From Gopalpur S.G Vidya Pith Board of WBBHSE Year 2012 -**

**Passed 12<sup>th</sup> From Napara High School Board of WBSCVET Year 2013 – 62.33%**

**Uncompleted B.A From Saldiha College Bardhaman University Year 2015**

### **COMPUTER SKILLS**

**Diploma in computer application (DCA) FROM DATAVISION INSTITUTE Passed year 2013 – 81.57%**

### **TECHNICAL QUALIFICATION**

**2 Years Diploma in Hospitality Management from BSHM (Bankura) passed year 2017 – 69.8%**

### **PROFFESIONAL SUMMARY**

- Industrial Training with the STERLING HOLIDAY RESORTS LTD, Gangtok, Sikkim. – (5<sup>TH</sup> NOV 2017 TO 1<sup>ST</sup> JULY 2018).
- Employed with the CHANDRA GROUP OF HOTEL – Jodhpur, Rajasthan, and designated as Guest Service Associate.(1AUG2018 TO 30<sup>TH</sup> MAY2019)
- Employ with the DENZONG REGENCY- LUXURY MOUNTAIN RETREAT SPA & CASINO, Gangtok, Sikkim and designated as Guest Service Associate. (10<sup>TH</sup> JUNE TO 28<sup>TH</sup> OCT 2019 )
- Employ with the LEMON TREE HOTEL, Gangtok, Sikkim as a Guest Service Associate. (20<sup>TH</sup> DEC 2019 TO 10<sup>TH</sup> JUNE 2021)
- Employ with the CLUB MAHINDRA, Gangtok, Sikkim as a Guest Service Associate. (15<sup>TH</sup> JUNE 2021 TO APRIL 14<sup>TH</sup> 2022)
- Employ with the THE ALCOR HOTEL, Jamshedpur, Jharkhand as a H.K Supervisor. (17<sup>TH</sup> APRIL 2022 TO OCT 20<sup>TH</sup> 2024)
- Employ with the THE ALCOR HOTEL, Jamshedpur, Jharkhand as a H.K Executive. (1<sup>ST</sup> APRIL 2024 TO 20<sup>TH</sup> OCT 2024).
- Employ with the UDAAN HOTEL & RESORTS, Pelling, Sikkim as a H.K Executive (HOD) 23<sup>RD</sup> OCT 2024 still continuing the job in the same company.

### **KEY SKILLS**

- **TEAM MANAGEMENT**
- **DALLY SUPERVISIONS**
- **QUALITY INSPECTIONS**
- **STAFF SCHEDULING**
- **INTER-DEPARTMENT COORDINATION**
- **TRAINING & ONBOARDING**
- **Performance Evaluations PRRFORMANCE EVALUATIONS**
- **MORALE BOOSTING**
- **INVENTORY CONTROL**
- **COST MANAGEMENT**
- **LOST & FOUND**
- **LAUNDRY MANAGEMENT**
- **MAINTENANCE (ELECTRIC, PLUMBING, PAINTER, CARPENTER).**
- **Minibar Management**
- **DESK CORDINETOR**

### **Core Operational Responsibilities**

- **Team Management:** Allocate daily tasks, prepare duty rosters, and train staff on [Standard Operating Procedures](#) (SOPs).
- **Daily Supervisions:** Oversee room attendants, public area cleaning crews, and laundry operations.

- **Quality Inspections:** Conduct strict, checklist-backed inspections of guest rooms and public spaces before release.
- **Staff Scheduling:** Design daily duty rosters, work assignments, and deep-cleaning schedules based on occupancy levels.
- **Inter-Department Coordination:** Partner with the Front Office for immediate room-readiness updates and Engineering for maintenance requests.

## Workforce & Team Management

- **Training & Onboarding:** Lead training on Standard Operating Procedures (SOPs), chemical handling (COSHH), and safety protocols.
- **Performance Evaluations:** Monitor employee service behaviors, offer real-time coaching, and administer progressive disciplinary actions if necessary.
- **Morale Boosting:** Keep the floor team motivated during peak seasons or sudden staff shortages by assisting with tasks directly.

## Supply & Financial Management

- **Inventory Control:** Track and maintain optimal par levels for linens, guest amenities, uniforms, and cleaning chemicals.
- **Cost Management:** Monitor resource usage to minimize waste and control operational expenses without sacrificing quality standards.
- **Lost and Found:** Oversee the secure logging, storage, and return procedures for items left behind by guests.

## Guest Relations & Compliance

- **Complaint Resolution:** Handle housekeeping-related guest issues promptly with professional service recovery methods.
- **VIP Management:** Personally verify the preparation and specific amenity setups for VIP and VVIP arrivals.
- **Safety & Hygiene:** Ensure absolute compliance with occupational health, safety, and local sanitation legislation.

## Cross-Departmental Coordination

- **Maintenance:** Liaise with the engineering team to report and track repairs for guest rooms and facilities.
- **Front Office:** Sync daily to relay room statuses (e.g., ready for early check-in, needing deep clean).

## **JOB RESPONSIBILITY FOR HK GSA, SUPERVISOR, EXECUTIVE & ASSETANT MANAGER**

A Housekeeping Guest Service Associate (GSA)

## Guest Room Cleaning & Maintenance

- **Stripping and making beds:** Change sheets, pillowcases, and blankets daily or upon guest departure according to hotel luxury standards.

- **Deep-cleaning washrooms:** Scrub, sanitize, and polish showers, bathtubs, toilets, sinks, and mirrors while ensuring no water stains remain.
- **Floor care:** Vacuum carpets, sweep, mop, and polish hard surfaces in guest rooms and corridors.
- **Dusting and sanitizing:** Wipe down all fixtures, furniture, electronics (like TVs and remotes), and hard-to-reach areas.
- **Trash disposal:** Empty waste bins, replace liners, and remove used room service trays or dishes.

## Guest Services & Relations

- **Fulfilling special requests:** Respond promptly to direct guest calls for extra items like pillows, towels, cribs, or rollaway beds.
- **Greeting guests:** Maintain a polite, warm, and professional demeanor whenever encountering guests in hallways or public areas.
- **Turn-down service:** Provide evening turn-down services, which include refreshing towels, dimming lights, and preparing the bed for sleep.
- **Privacy and confidentiality:** Strictly respect "Do Not Disturb" (DND) signs and safeguard guest privacy and personal property at all times.

## Supply & Inventory Management

- **Replenishing amenities:** Restock room essentials including toiletries, coffee/tea kits, towels, linens, and minibar items.
- **Trolley organization:** Load, organize, and maintain the housekeeping cart with adequate cleaning solutions and fresh linens before every shift.
- **Laundry handling:** Sort and process soiled linens, and coordinate guest laundry requests with the laundry department.

## Safety, Quality, and Compliance

- **Reporting maintenance issues:** Inspect room appliances, lighting, and plumbing to report any damages or malfunctions to the engineering department.
- **Lost and found tracking:** Securely log and hand over any items left behind by departed guests to the supervisor according to hotel policy.
- **Chemical safety:** Safely handle, store, and use industrial cleaning chemicals and equipment in compliance with health and sanitation regulations.

## A HOUSEKEEPING SUPERVISOR

### Team Leadership & Staff Management

- **Assign daily tasks:** Distribute specific cleaning workloads, room lists, and deep-cleaning schedules to attendants.
- **Create shift rosters:** Design weekly or monthly staff schedules and manage replacements for unexpected absences.
- **Conduct morning briefings:** Lead daily huddles to update the team on hotel occupancy, VIP arrivals, and special tasks.
- **Train personnel:** Provide onboarding and continuous refresher training on proper cleaning methods, chemical safety, and machine usage.
- **Evaluate performance:** Monitor individual employee performance and recommend promotions, transfers, or disciplinary actions.

### Quality Control & Inspections

- **Inspect rooms and areas:** Walk through guest rooms, lobbies, corridors, and restrooms to verify that cleanliness standards are perfectly met.
- **Manage room status updates:** Track and update the real-time status of rooms (e.g., clean, vacant, dirty, Do Not Disturb) and communicate directly with the front office.
- **Enforce safety rules:** Ensure all staff members utilize appropriate personal protective equipment (PPE) and handle hazardous chemicals safely.

## Inventory & Stock Management

- **Monitor supply levels:** Track the usage of cleaning products, room amenities, and linens.
- **Reorder materials:** Initiate supply requests and order stock before materials run out to avoid operational delays.
- **Oversee storage rooms:** Maintain clean, safe, organized, and secure housekeeping storage areas.

## Guest Relations & Incident Handling

- **Resolve complaints:** Investigate customer or guest complaints regarding subpar cleaning and implement prompt corrective actions.
- **Fulfill special requests:** Address unique guest demands, such as coordinating specific room turnover times or providing extra amenities.
- **Manage Lost & Found:** Record, log, and safely store items left behind by guests according to establishment policy.

## Maintenance & Administrative Coordination

- **Report damages:** Identify and submit maintenance work orders for broken furniture, appliances, or plumbing issues to the engineering department.
- **Fill operational gaps:** Step in to perform hands-on cleaning duties directly if the department is facing acute staff shortages.
- **Compile reports:** Prepare and submit end-of-shift reports regarding completed tasks, pending jobs, and attendance records to management.

# A HOUSEKEEPING EXECUTIVE & ASSISTANT MANAGER JOB RESPONSIBILITY

## DAILY OPERATIONS & QUALITY CONTROL

- **Conduct Room Inspections:** Perform meticulous daily audits of guest bedrooms, corridors, VIP suites, and out-of-order rooms to ensure alignment with brand standards.
- **Coordinate Room Status:** Share real-time room readiness and updates with the Front Office to guarantee seamless check-ins for arriving guests.
- **Manage Public Area Cleanliness:** Supervise the upkeep, deep cleaning, and sanitization of the lobby, restaurants, heart-of-house zones, and recreational facilities.
- **Oversee Lost & Found:** Enforce official hotel protocols for logging, tracking, and securing forgotten guest belongings.

## STAFF MANAGEMENT & TRAINING

- **Design Shift Rota's:** Create and distribute weekly staff rosters, daily tasks, and floor assignments based on hotel occupancy levels.
- **Lead Daily Briefings:** Conduct pre-shift team meetings to review VIP arrivals, special requests, and standard operational targets.
- **Train the Team:** Facilitate classroom and on-the-job training programs covering chemical safety, standard operating procedures (SOPs), and equipment use.

- **Evaluate Performance:** Work alongside HR to monitor staff productivity, deliver feedback, and administer coaching or progressive disciplinary actions.

#### **INVENTORY & ASSET MANAGEMENT**

- **Control Supplies:** Audit and manage stock levels for guest amenities, cleaning chemicals, and department machinery.
- **Supervise Linen & Laundry:** Oversee the distribution, sorting, and movement of linen between the hotel floors and the internal or external laundry facility.
- **Log Maintenance Issues:** Collaborate closely with the Engineering team to report property damage or room deficiencies and track swift repairs.

#### **GUEST RELATIONS & COMPLIANCE**

- **Resolve Complaints:** Address escalated guest concerns regarding room conditions or housekeeping services promptly and professionally.
- **Fulfill VIP Requests:** Manage custom setups, welcome amenities, and meticulous room tracking for VIP and VVIP guests.
- **Enforce Safety Regulations:** Ensure strict operational compliance with local health codes, sanitation standards, and OSHA guidelines

#### **SOFTWARE SKILLS**

- 1, Microsoft office – Word & Excel
- 2, Opera 5.0 Version Property Management System
- 3, FCS, Keka and Smart Office HR Software, Coral Purchase Software, HRS Cash Accounts Software.
- 4, IDS Property Management System 5.0 & 7.1 Version.
- 5, Triton Guest request handling system.
- 6, Onity key making system
- 7, Outlook & Gmail
- 8, Djubo Property Management State.
- 9, Pro USB Hotel Key Card System.
- 10, Wi- Fi Management.
- 11, CCTV Management.

#### **PERSONAL DETAILS**

**DATE OF BIRTH:** - 17/09/1992

**NATIONALITY:**-Indian

**AGE:** -33

**SEX:**-Male

**MARITAL STATUS:** – Married

***LANGUAGE SKILL (Read and write) – Bengali, English, Hindi.***

"I hereby declare that all the information stated above is true, correct, and complete to the best of my knowledge and belief. I take full responsibility for the correctness of the information mentioned in this resume."

**Date:-9/06/2026**

**Place: - Shyampur, Purulia (W.B).**

*Subhendu Panda.*