

ANU VARGHESE

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ABOUT ME

A graduate in B.Sc. - Hotel and Catering Management. I'm so keen to work with people from different geographies. I have experienced many tough situations and I have managed that cleverly with all my potential.

CAREER OBJECTIVE

To establish a career which offers challenges and growth with opportunities and scope to learn and implementation of ideas to enrich my knowledge and skills while contributing my best to the hotel management.

ACADEMIC QUALIFICATIONS

- **B.Sc. - Hotel & Catering Management** from **SRM IHM, Trichy (IN)** with **78%**.
- **HSC - Seventh Day Adventist Matric Higher Sec. School, Trichy (IN)** with **60%**.
- **SSLC - Seventh Day Adventist Matric Higher Sec. School, Trichy (IN)** with **77%**.

AREA OF INTEREST

- Housekeeping.

EXPERIENCE

- **Housekeeping Executive** at **Queen Palace Hotel (Middle East group of Hotels), Abu Dhabi.**
- **Housekeeping Supervisor** at **California Hotel (Middle East group of Hotels), Deira Dubai, UAE.**
- **Housekeeping Supervisor** at **PGS Vedanta Group of Hotels, Cochin** for **six months.**
- **Housekeeping Supervisor** at **'Parakkat Nature Resort'** in Munnar, Kerala for **10 months.**
- **OCER Housekeeping Associate** at **The Oberoi, Bangalore** for **1 year.**
- **Industrial Exposure Trainee** at **Clarks Inn, Hubli** for **six months.**

JOB KNOWLEDGE

- Inspecting the departure rooms for arrival.
- Maintaining the excellent cleaning standard in all the rooms.
- Making of staff duty roster and allocation of work.
- Worked in public area in all the shifts. Objective: Working Experience: Job Knowledge:
- Handling Minibar.
- Overall in charge of laundry operations in the absence of the laundry manager.
- Desk Handling- Maintaining different types of reports such as Minibar consumption, missing & breakages, job order, guest complain analysis, maintenance, Room verification report, MIS report etc.
- Strong ability to work alone and to be self-motivated and organized.
- Strong ability to work in a team.
- Handling of different types of equipment used in housekeeping.
- Appreciated number of times for doing departmental cost control of cleaning and guest supplies.

RESPONSIBILITIES:

- Ensuring overall Unit and Public Area cleanliness by effectively managing the Housekeeping function and staff.
- Looking after lost and found.
- Taking stock inventories of supplies and equipment.
- Thorough working knowledge of the equipment, materials and methods used in cleaning and custodial work.
- Maintaining good reputation with all relevant associates for ensuring enhanced ventures.
- Have trained new team members as a buddy.
- Ensuring speedy resolution of guest queries / grievances to maximize satisfaction matrices.
- Maintaining excellent relations with guests to generate avenues for additional business & to achieve greater customer delight.
- Interacting with in-house and potential guests to understand their requirements and customizing the product and services accordingly.
- Instrumental in monitoring Operating Supplies and Equipment and reduce spoilage and wastage.
- Active participation in all Hotel extracurricular activities.
- Active participation in all school and extracurricular activities.
- Responsible for upkeep of the departmental notice board.
- Responsible for fun at work and Team Parties.

SKILLS

- Guest Service.
- Complaint Handling.
- Leadership.
- Good at Reasoning and handling tough situations.
- Business Perception.

- Well-Groomed, Coherent oral and written communicator.

PERSONAL TRAITS

Name : Anu Varghese

Sex : Male

Marital Status : Single

Passport Number : N9864197.

Father's Name : Varghese P.P

Nationality : Indian

Date of Birth : 27/07/1996

Languages Known : English, Tamil, Malayalam (S/W/R) and Hindi, Kannada (Speak)

Hobbies : Gardening, Trekking, Adventure, Photography.

DECLARATION

I hereby declare that the information provided above is so true to the best of my knowledge and I bear the responsibility for it.

Place: Kerala.

Date:

(ANU VARGHESE)