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# LALIT. J. TANK

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BD21390_

**Assignments in Housekeeping Department with an organization of repute**

**PROFESSIONAL SNAPSHOT**

* With experience of 18+ years in Supervising Operations, Housekeeping Management as well as guest servicing in the Hospitality Industry.
* Have successfully & efficiently handled the housekeeping operations.
* Proven ability of delivering value-added customer service and achieving customer delight by providing customized services as per requirements.
* Adept at implementing quality parameters for service areas in line with the standard and international guidelines; deft at maintaining customer & employee satisfaction.
* Good communication, interpersonal and problem-solving skills.

**PROFICIENCY MATRIX**

**1st December 2024, till date with Sayaji Hotels & resorts, Rajkot as Executive Housekeeper.**

**Overall Operations.**

* Overseeing the activities of the housekeeping staff; specifying the service standards regarding cleanliness, amenities and maintenance in rooms/ public areas for adherence to these.
* Inspecting guest rooms on a regular basis; ensuring furnishing, facilities and equipment are clean and in good repair, well maintained and replaced / refurbished as required.

**Hospitality Functions.**

* Efficiently conducting all internal audits performance; administering overall work assignment of supervisory and non-supervisory personnel.
* Implementing procedures, control systems for maintaining cleanliness and hygiene as per set quality standards.
* Making effective use of cost analysis tools in support of strategic sourcing process, procurement costs, cost reduction metrics and bottom-line performance indicators.

**Client Relationship Management.**

* Ensuring high quality services, resulting in customer delight and optimum resource utilization for maximum service quality.
* Ensuring maximum customer satisfaction by closely interacting with in-house and potential guests to understand their requirements and customizing the product and services accordingly.
* Delivering high-value services to upscale clients for exalting their satisfaction levels.

**People Management.**

* Training supervisors in the necessary skills to perform their duties with the maximum efficiency.
* Handling operational functions like staff briefings, creating the duty roster & shift management.

**Good Knowledge of the IDS software/ Ms-Office / Excel** **/** **Internet savvy.**

**Riverside Hotel**

**(Lilongwe, Malawi, Central Africa)**

From March 13th 2022 to February 3rd. 2023

**Housekeeping Manager**

**ITC Fortune Park JPS Grand (5-star hotel)**

**(Rajkot, Gujarat [India])**

From July 13th 2019 to 13th Jan. 2022

**Executive Housekeeper**

**Marasa Sarovar Portico**

(Rajkot, Gujarat, INDIA)

**Executive Housekeeper**

**From May, 7th 2016 to 7th April, 2018**

**Hotel Sarovar Portico**

**(Ahmedabad, Gujarat [India])**

From Sept. 1st 2014 to 4th Sept. 2015

**Executive Housekeeper**

**Elite Hospitality**

**(Kingdom of Bahrain)**

From 23rd July 2010 to 30th July 2014

**Executive Housekeeper**

**Elite Hospitality**

**(Kingdom of Bahrain)**

From April 2007 to May 2009 &

**Housekeeping Supervisor**

**Hotel Lily Sarovar Portico**

**(Nashik, Maharashtra)**

2009 to 2010

**Executive Housekeeper**

**ACADEMIC CREDENTIALS/TRAINING**

* **Diploma from Baisan Institute of Hospitality Management Manama Kingdom of Bahrain**
* Training Programs attended at **Food Institute of Malaysia in 2003-2004**
  + Training in Customer **Sales & Service Workshop.**
  + Training in **Food Handling Course.**
  + Training in **Building High Energy Teams.**
  + Training in **Customer Care program.**

**AWARDS & RECOGNITION**

**Awarded for the year 2018, 19 & 20 for most clean hotel in Saurashtra (Gujarat) by Honorable Chief Minister of Gujarat State under campaign of Swachh Bharat Mission.**

**Awarded for Best Housekeeper of the year in 2019 by Indian International Hospitality Expo in New Delhi.**

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**PERSONAL DOSSIER**

Date of Birth: 6th Oct 1984.

Linguistic Skills: English, Hindi, Marathi, Gujarati, Malay.

Marital Status: Married.

Hobbies: Listening Music, playing cricket, Travelling & always eager to learn new things.

Address: Akshar Apartment 403, Ram nagar-1, Hanuman Madhi, Raiya Road

Rajkot – 360001(Gujarat)

# Place: Rajkot

# LALIT KUMAR. J. TANK