

# Tapish Saini

"To be an Housekeeping Specialist in a well reputed organization"

Dedicated **Housekeeping Supervisor** offers background in housekeeping and great organizational skills with more than **8+ years' experience** in hospitality industry. Ready to tackle jobs of every size, maintain team professionalism and reliably uphold top quality standards. History of successfully managing supplies and team assignments. Confident leader experienced in janitorial work. Motivates, trains and manages team to meet expectations every day. Knowledgeable about chemical handling, safety and cleaning procedures.

## Work History

**2022-04 – Present** **Housekeeping Supervisor**  
*Celebrity Cruises – Royal Caribben Group, Miami, USA*

**2021-07 – 2022-03** **Senior Supervisor Housekeeping**  
*Zaabeel Palace Hospitality - Expo 2020 , Dubai, UAE*

- Assigned housekeeping staff to specific shifts and room blocks based on abilities and daily requirements.
- Implemented new cleaning processes and team strategies to reduce necessary man-hours
- Directed team of 32 personnel in busy hotel with 52 Suite Rooms for VIP, Delegation, Royal Family of UAE.
- Managed laundry sorting, washing, drying and ironing.
- Placed orders for housekeeping supplies and guest toiletries.
- Maintained controls over expenses and inventory for optimal budget tracking.
- Completed financial tasks by estimating costs and preparing and managing budgets.

**2020-01 - 2021-06** **Housekeeping Supervisor**  
*Swissôtel Al Murooj, Dubai, UAE*



## Contact

### Address

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### Phone

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### E-mail

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### Linkedin

[https://www.linkedin.com/in/tapish-saini-686b6086?lipi=urn%3Ali%3Apage%3Ad\\_flagship3\\_profile\\_view\\_base\\_contact\\_details%3BAyxNaBDnQ%2FyIAbMb%2FysBuQ%3D%3D](https://www.linkedin.com/in/tapish-saini-686b6086?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3BAyxNaBDnQ%2FyIAbMb%2FysBuQ%3D%3D)

## Software

MS Office



OPERA



SAP



- Trained and mentored all new personnel to maximize quality of service and performance.
- Completed schedules, shift reports and other business documentation.
- Improved process efficiency through effective inventory control in alignment with client standards.
- Directed team of 16 personnel in busy hotel with 92 rooms.
- Created and implemented training programs to enhance employee performance.
- Worked with front desk to respond promptly to all guest requests.
- Maintained controls over expenses and inventory for optimal budget tracking.

2018-02 -  
2019-12



### Housekeeping Supervisor

*Roda Hotels & Resorts, Dubai, UAE*

- Inspected guest rooms, lobbies and common areas to verify cleanliness and tidiness.
- Replenished room supplies such as drinking glasses, bathroom items, writing supplies and hotel brochures to make guests feel welcome and at home.
- Gathered dirty laundry in 85 rooms to arrange for pickup to laundromat.
- Assisted guests by providing detailed information and resolving complaints, boosting guest satisfaction scores 91%.
- Operated steam cleaning equipment and floor care machines to deep clean carpets and sanitize and wax hardwood, tile and linoleum floors.
- Recommended or arranged for painting, repair work, renovations and replacement of furnishings and equipment.

2016-07 -  
2018-02



### Assistant Housekeeping Manager

*Mahindra Holidays & Resorts India Limited, Gangtok, India*

- Selected most suitable cleaning materials for different types of linens, furniture, flooring and surfaces.
- Monitored priorities and liaised between

IDS



### Skills

Staff Management



Policy and procedure adherence



Guest experiences



Outstanding communication skills



Telephone etiquette



Staff supervision



Time Management



Contract Management



Budgeting



Operations management



maintenance team and management, delegating tasks to complete on time.

- Recommended or arranged for painting, repair work, renovations and replacement of furnishings and equipment.
- Drove continuous commitment to product quality and safety, reducing downtime and overtime with effective budgeting and assignation of talents as well as resources.
- Coordinated daily workflow through task prioritization and concise scheduling.
- Completed financial tasks by estimating costs and preparing and managing budgets.
- Participated in team-building activities to enhance working relationships.
- Directed team of 42 personnel in busy hotel with 220 rooms

2015-07 -  
2016-06

### Management Trainee

*Mahindra Holidays & Resorts India Limited, Kodagu, Karnataka, India*

- Assisted established management staff with operational oversight, business development and process improvement strategies.
- Modernized and improved operational procedures to increase productivity and profitability while tightly controlling costs.
- Resolved escalated concerns using professionalism and understanding of facets of issue.
- Monitored employee performance and enacted improvement plans, coordinated disciplinary actions or provided rewards.

2013-12 -  
2014-04

### Housekeeping Industrial Trainee

*The Leela Palaces, Hotels and Resorts, Udaipur, India*

- Maintaining common areas neat: sweeping, sorting, washing... Learning how to check rooms
- Making sure that rooms meet hotel standards: tidiness, material available... Helping to organize the cleaning service schedule according to the occupancy rate
- Supervising and helping with other services:



## Languages

English



Excellent

Hindi



Excellent

luggage, front office, restaurant... Welcoming clients

- Giving advice on visits, tours, touristic places... Guiding clients along their journey
- Answering requests with diplomacy.

## Certifications

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2017-07	Club Mahindra Executive Trainee
2020-01	Dubai Way Champion - Level 2 - Dubai Tourism
2019-04	HVAC Fire Life Safety Level 1 (HVAC) - SaveFast DriverMetrics FSTL11906579
2020-09	Verified International Academic Qualifications - World Education Services 4641713IMM
2020-09	IELTS Certificate - British Council 21AE014324SAIT001G
2022-11	STCW Certification – For Cruise Ships

## Education

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2012-04 - 2015-04	<b>B.Sc.: Hospitality And Hotel Administration</b> <i>Institute of Hotel Management - New Delhi, India</i>
2010-04 - 2011-04	<b>Senior Secondary: Science</b> <i>City Vocational Public School - Meerut, India</i>
2000-04 - 2009-04	<b>High School: General Studies</b> <i>St. Francis Convent School - Meerut, India</i>

## Additional Information

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- Fathers Name – Late. Ajit Singh Saini : Occupation – Retired Government of India Employee
- Mothers Name – Kamlesh Saini : Occupation – Housewife
- Marital Status – Single
- Religion - Hinduism
- Date of Birth – 06th Feb. 1995
- Passport – M7138464 : Expiry – 17th March 2025

- Nationality – Indian
- Visa Status – C1D valid for 5 Years
- Indian CDC – KOL 134287 Expiry – 24<sup>th</sup> Nov. 2032

## Interests

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Travelling

Chess

Reading new trends in housekeeping

Listening Music

## Declaration

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### **Reference – Upon Request**

**I hereby declare that the above mentioned information are true and best of my knowledge.**

**Tapish Saini**

**Date:**

**Place: Ghaziabad , Delhi NCR, India -201001**