**Kanaka Subhakar Punnam**

**Executive Housekeeper**

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# C:\Users\Kanaka\Desktop\subhakar.jpgSummary:

# Hospitality professional with significant Middle East experience, specializing in Guest service effectively with all levels of personnel and solid

# 10 + years of successful experience and knowledge in HK operations.

# Creative opportunity solver, excellent team player, improve morale, and consistently exceed goals and track record successfully turning around faltering operations. Creates training techniques and key motivational strategies that build accountability and enhance staff performance.

# Excels under tight deadlines while anticipating and averting potential problems by proactive streamlining processes.

# Education

* Diploma in Certified Hospitality Housekeeping Executive from **American Hotel & Lodging Institute. (USA)**
* Bachelor of Arts (B.A. from Sri Krishnadevaraya University in India – Andhra Pradesh)
* Certified HSE Level 3 Award in Health & Safety from the UK Chartered Institute of Environmental Health.
* Certified as occupational Health & Safety Auditor / Lead Auditor 18001: 2007
* British Institute of Cleaning Science (BICS) has been completed.
* Hospitality Manager Leadership from the **American Hotel & Lodging Institute. (USA)**
* Six Sigma from the master project academy.

**Core Competencies**

**Hospitality Industry Trainings**

* Staff motivation and training
* Taskforce management
* Upscale Hotel Guest service experience
* Time management
* People management
* Budgeting and cost control
* Talent assessment
* Brand management
* Vendor management
* Computer proficient in MS office / Opera
* Project handling

**Executive Housekeeper**

May 2016 to till date at Golden Tulip Hotel (https://www.louvrehotels.com) in Bahrain

# 4 E’s Leadership

# Handling Stress at Work

# How to be a Competent Team Leader

# Workshop of Abu Dhabi Tourism Authority

# Commitment to excellence

# Train the Trainer

# Supervisor skills

# One on One Job

# Metric and Measures

# Time Management

# Management Team Building

# Negotiation Skills

# Quick + Steps workshop (Ecolab)

# Environmental cleaning during the COVID-19

# COVID-19 Contact Tracing by Johns Hopkins University

**Report to: General Manager**

* Manage the day-to-day operations of the housekeeping and laundry department for 250 room’s property.
* Managing a total of 45 employees with Assistant housekeeper, Laundry Supervisors, Housekeeping supervisors, Room attendants, and including Laundry staff as I am responsible for outside laundry outlets.
* Responsible for budgeting, forecasting, and financial planning of the department.
* Responsible for overall service-related and safety-related training for the department.
* Conduct regular inspections of the hotel to ensure adherence to cleanliness, safety and maintenance and provide feedback to HK team for continuous improvement and development that associates in the department.
* Manage administrative duties, including payroll and operating expenses with overseeing the supplies and inventory management for the entire department.

Achievements:

* Developed and increased laundry shop revenue.
* Negotiated with pest control and window glass cleaning vendors and saved 30% of the cost. Reduced cleaning & laundry supplies cost by 33% by suggesting alternatives to use industrial brands.
* Trained the staff to prepare Honeymoon set up and Towel art in the rooms for special events.
* Created a policy to do On Job training round the year.
* Made alternations in the entire landscaping of the Hotel.
* Every time the target achieved is 97% for the mystery guest audit.
* Achieved 95 % in US Navy audit as well.

**Previous Experience**

**Cluster Deputy Executive Housekeeper** **at Al Safir Hotel & Tower from December 2014 to March 2016.**

Achievements:

* Redesigned Housekeeping policies.
* Introduced car wash for the Guests. (Added value)
* Negotiated with pest control and window glass cleaning vendors and saved 25% of the cost.
* Introduced and implemented Greenroom policies for bath and bed linen.
* Implemented and upgraded standards as per Bahrain Tourism authorities.
* Made alternations in the entire landscaping of the Hotel.
* Team member for Health and safety for 15 months.

**Executive Housekeeper at Al Nakhla Residential Resort in Riyadh, KSA from January 2014 to November 2014 for the pre-opening property.**

Achievements:

* Mobilized 85 staff successfully and done training as per the SOP requirement.
* Purchased all the required types of machinery.
* Arranged pest control subcontract.
* Recruited staff from India and Nepal.
* Created Housekeeping policies

**Project manager (Soft services) at Abu Dhabi National Hotels from July 2009 to September 2013**

**Worked for prestigious projects such as Oasis Shopping mall, Al Ain Zoo and ADEC schools in Al Ain.**

Achievements:

* Mobilization done for nearly 500 staff for schools project.
* Trained, led, and supervised all the staff to succeed and accomplish team goals
* Ensured product quality standards are met in all guestrooms, public spaces, and back of the house areas.
* Negotiated with vendors to bring down the cost.
* Implemented and upgraded standards as per UAE Tourism authorities.

**Executive Housekeeper at Al Hamra Fort Hotel & Beach Resorts in Ras Al Kamiah U.A.E from August 2008 to January 2009.**

Achievements:

* Implemented and upgraded standards as per RAK Tourism authorities.
* Redesigned Housekeeping policies
* Provided training to all levels of the staff
* Developed a turndown service.

**Executive Housekeeper at Al Diar Mina & Regency Hotel, Abu Dhabi National Hotels from June 2004 to July 2008.**

Achievements:

* Quality audit achieved for department 91.70% in 2004 within 6 months.
* Guest Satisfaction achieved higher than expected.
* Training provided to the supervisors for quality room management.
* Implemented and upgraded standards as per Abu Dhabi Tourism authorities.

**Housekeeping Supervisor at Le Meridian Hotel in Abu Dhabi (Marriott) from February 2001 to April 2004.**

Achievements:

* Achieved Departmental (hotel cleaning mysteries sharper audit) score 99.29% in 2001
* Achieved departmental guest satisfaction index 8.65 in 2001.
* Trained for Chemical & equipment knowledge.
* Worked task force for pre-opening at Le Meridian Al Aqah Beach Resort in Fujairah.
* Team Member for two years for Metrics for measuring.

**Acting EHK for a period of 6 months and Housekeeping Supervisor at Rimal Rotana suites in Dubai U.A.E from December 1997 to January 2001.**

Achievements**:**

* Renovation for 127 guest rooms was completed.
* Department trainer.
* Staff Active committee member.
* Worked as Taskforce at Rihab Rotana.
* Worked for 6 months as an acting Executive Housekeeper
* **Personal Data:**
* Nationality: Indian
* Gender: Male
* Marital Status: Married
* Children: 2
* Languages are known: English, Hindi & Telugu
* Driving license: Light Vehicle (Bahrain)
* Passport No: T49 83 884
* Date of Expiry: 08/05/2029
* **Email:subhakarpunnam@yahoo.com**

References are available upon request.

I here affirm and confirm whatever is stated above is true to my knowledge and belief.