



Samuel Syrian

Hospitality facility administration

Details

Thane, India 400604
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Education

Diploma in business administration in hospitality management

Ideal college | Thane,
National institute of
management

**Maharashtra board -
Jun 2009**

Business Administration
and vendor management

Diploma in Hotel Management

Trade wings | Thane, India

**Trade wings - Feb
2001**

Housekeeping
administration

Languages

English - Upper
intermediate (B2)

Hindi - Upper intermediate
(B2)

Profile

As a highly experienced hospitality facility administrator with over 21 years of experience, I have developed a deep understanding of the industry and a proven track record of success. My expertise includes managing and overseeing all aspects of facility operations, including budgeting, staffing, and customer service. I am skilled in developing and implementing effective policies and procedures to ensure the smooth and efficient running of the facility. With my strong leadership skills and ability to build and maintain positive relationships with staff and customers, I am confident in my ability to contribute valuably to any organization in the hospitality industry.

Skills

- Ability to adapt to changing circumstances and prioritize tasks accordingly
- Proficient in managing inventory and supplies
- Ability to work under pressure and meet tight deadlines
- Ability to manage and resolve conflicts effectively
- Skilled in negotiating and managing vendor contracts
- Proficient in using various software and technology tools
- Experience in managing multiple departments and teams
- Indepth knowledge of hospitality industry trends and best practices
- Proven ability to develop and implement effective policies and procedures
- Expertise in budgeting and financial management
- Proven track record of delivering exceptional customer service
- Ability to analyze data and make informed decisions

Employment History

Sr. Facility Executive

CBRE South Asia Pvt Ltd | Mumbai , India

Jun 2018 - Present

- Conduct regular facility inspections and audits to identify areas for improvement and implement corrective actions
- Develop and maintain facility policies and procedures to ensure consistency and compliance.
- Manage and mentor facility staff to ensure high performance and job satisfaction
- Develop and implement emergency preparedness plans and procedures
- Develop and maintain relationships with vendors and contractors to ensure quality service and cost savings
- Manage budgets and financial resources to ensure cost-effective operations
- Develop and implement strategic plans to optimize facility efficiency and effectiveness
- Collaborate with cross-functional teams to ensure facility meets business needs and goals
- Manage budgets and financial resources to ensure cost-effective operations
- Develop and maintain facility policies and procedures

- Develop and maintain facility policies and procedures
- Ensure compliance with all safety and environmental regulations
- Develop and implement facility management strategies and plans

Executive Housekeeping (HOD for housekeeping).

Royal Ambassador property management system (Kooheji Contractors .WLL Bahrain) | Juffair , Bahrain

Aug 2017 - Mar 2018

- Respond to guest complaints and resolve issues in a timely and professional manner
- Coordinate with other departments, such as maintenance and front desk, to ensure guest needs are met
- Conduct regular inspections of guest rooms and public areas to ensure cleanliness and adherence to standards
- Manage and supervise housekeeping staff, including hiring, training, scheduling, and performance evaluations

Assistant Facility Manager

Sodexo Facility Services | Mumbai , India

May 2017 - Aug 2017

- Maintain accurate records and documentation related to facility operations
- Assist with planning and executing facility improvement projects
- Respond to and resolve facility-related issues and emergencies
- Assist the Facility Manager in overseeing the day-to-day operations of the facility

Facility officer

Sushrut hospital | Mumbai , India

Feb 2016 - Apr 2017

- Conduct regular inspections of the facility to identify potential issues and address them proactively
- Develop and manage the facility budget, including forecasting and tracking expenses
- Coordinate with outside contractors and vendors for repairs, renovations, and other projects
- Manage the cleaning and upkeep of the facility, including scheduling and supervising cleaning staff

Assistant Manager Housekeeping

Inox Leisure Ltd | Mumbai Thane, India

May 2010 - Jan 2016

- Collaborate with other departments, such as maintenance
- Manage inventory and order supplies as needed to ensure the housekeeping department has the necessary resources to perform their duties
- Respond to guest complaints and requests in a timely and professional manner
- Train and mentor new housekeeping staff members to ensure they understand their responsibilities and perform their duties to the best of their abilities
- Develop and implement cleaning schedules and procedures to maintain a high standard of cleanliness in all areas of the facility
- Supervise and manage the housekeeping staff to ensure efficient and effective cleaning services

Team Leader Housekeeping

Intercontinental Grand Mumbai | Mumbai , India

Apr 2008 - Apr 2010

- Conduct regular inspections to ensure quality of work and adherence to standards
- Briefing, Allocating, Grooming & Attendance checking of staff.
- Making daily basis Occupancy reports. • Handling floors & public area appearance. • Handling desk, maintaining records and Filling documents. •Checking block,occupied, departure & VIP rooms. •Making reports for consumptions on daily and monthly basis regarding room linen, guests & cleaning supplies and Minibar
- Train the staff on weekly basis and conduct test on same.
- Making duty roster monthly and shuffle on emergency when required.
- Dealing with vendor Pest control, Florist, Pool cleaner etc.
- Handling Lost & Found procedure in departments.

Sr. Housekeeping Supervisor (Team Leader)

Hotel Rodas | Mumbai, India

Mar 2005 - Mar 2008

- Maintain records and reports related to housekeeping activities, including staff performance evaluations and maintenance requests
- Respond to guest complaints and requests in a timely and professional manner
- Conduct regular inspections of guest rooms, public areas, and back-of-house areas to ensure cleanliness and compliance with standards
- Monitor inventory levels and order supplies as needed
- Develop and implement cleaning schedules and procedures to ensure a clean and safe environment for guests and staff
- Train new team members on proper cleaning techniques and safety procedures
- Assign tasks and responsibilities to team members based on their skills and experience
- Supervise and manage a team of housekeeping staff to ensure efficient and effective cleaning services

Housekeeping Supervisor

Hotel Midtown Pritam | Mumbai , India

Feb 2003 - Mar 2005

- Conduct performance evaluations and provide feedback to housekeeping staff to ensure that they are meeting performance
- Respond promptly to guest requests and complaints, and take appropriate action to resolve issues
- Develop and implement cleaning schedules and procedures to ensure that all areas are cleaned on a regular basis
- Manage inventory of cleaning supplies and equipment, and order new supplies as needed
- Inspect guest rooms, public areas, and back-of-house areas to ensure that they are cleaned and maintained to the highest standards
- Train new housekeeping staff on cleaning procedures, safety protocols, and customer service standards
- Supervise and coordinate the work of housekeeping staff to ensure that all assigned areas are clean, well-maintained, and meet established standards of cleanliness and sanitation

Housekeeping Supervisor

Hotel Sharanam | Thane, India

Oct 2001 - Feb 2003

- Conduct performance evaluations and provide feedback to housekeeping staff
- Collaborate with other departments to ensure guest satisfaction and efficient operations
- Respond to guest requests and complaints in a timely and professional manner
- Monitor and maintain the budget for housekeeping department
- Develop and implement cleaning schedules and procedures
- Manage inventory and order supplies as needed
- Ensure that all cleaning supplies and equipment are stocked and maintained
- Inspect and evaluate the cleanliness and maintenance of guest rooms, public areas, and back-of-house spaces
- Train new employees on housekeeping procedures and safety protocols
- Supervise and coordinate the work of housekeeping staff

Certifications

.Best Employee of the year 2008

.Best Employee of the month 2007