Lingappan

Housekeeping Operations Manager /Faculty / Trainer

Mobile Number - +91 9901906800
Email - ligap5616@gmail.com
Bengaluru,India

SUMMARY

With over 16 years of progressive leadership experience in housekeeping management, I excel at executing operational improvements, elevating staff competencies, and enhancing guest satisfaction. My track record includes substantial achievements in staff development, process efficiency, and adherence to budgetary constraints.

ACHIEVEMENTS

IN OPERATIONS

* Boosted Guestroom Cleanliness Scores Initiated new housekeeping protocols to improve guestroom inspection pass rates by 15%.

* Employee Recognition Initiative Launched an employee recognition program that helped increase staff retention by 25%.

- Laundry Process Efficiency Improvement Redesigned the laundry workflow and improved operational efficiency by 25%.

- Room Turnaround Time Reduction Worked inter-departmentally to expedite guest room availability, reducing turnaround time by 20%.

IN ACADEMICS

- Students Recognition Initiative Launched a Students Delight program that helped increase student's attendance by 20%.

- Housekeeping week Initiative Launched an International Housekeeping week program that helped increase students to join housekeeping specialization.

- Boosted the students to participate in various competition held in different institute it helps to increase the participants by 15%

- Newly started the specialization classes for the senior batches.

- Got a best employee of month in Dec 2020

SKILLS

Housekeeping Management	Cost Control	Inventory Management
Laundry Operations	Staff Scheduling	Staff Training

Professional Experience

Assistant Professor - Aug 2024 to till Date

T. JOHN College (Autonomous), Bangalore

Teaching Create assignments and syllabus, teach undergraduate and graduate courses, administer tests and evaluate student performance, Provide guidance to students on academic requirements, and Respond to student questions.

- Mentored students and communicated internship and employment opportunities.
- Maintained an up-to-date knowledge of subject matter by attending conferences, workshops, and webinars relevant to the field of study.
- Evaluated student performance through comprehensive assessments, identifying areas of improvement and providing targeted feedback for growth.
- Contributed to campus activities to promote positive university image.
- Applied innovative teaching methods to encourage student learning objectives.

Housekeeping Trainer - Jun 2023 to July 2024 Urban Company, Chennai

Responsible for training and supervising housekeeping staff in maintaining cleanliness and orderliness in customer Home. Expertise in housekeeping practices, safety standards, and training techniques. And responsible for developing training materials, conducting hands- on training sessions, and evaluating the performance of housekeeping staff.

- Evaluated the effectiveness of training initiatives by tracking participant progress and gathering feedback for continuous improvement.
- Provided one-on-one mentoring to help individuals reach their full potential within the organization.
- Coached employees on best practices, providing constructive feedback to support their professional growth.
- Mentored new hires, resulting in stronger staff development and increased productivity.
- Enhanced trainee engagement through interactive workshops and hands-on activities.

Head of Department/Trainer - Housekeeping – Oct 2018 – Apr 2023

Chennais Amirta International Institute of Hotel Management, Bengaluru

As a faculty member, I will play a crucial role in providing comprehensive training and guidance to aspiring professionals in the front office and housekeeping departments of the hospitality industry.

Course Instruction:

- Deliver engaging and interactive lectures, presentations, and practical demonstrations to students enrolled in the Hotel Management Course, focusing on front office and housekeeping operations.
- Utilize various teaching methods, such as case studies, role-plays, and group activities, to facilitate effective learning and practical application of concepts.
- Provide students with a solid understanding of front office and housekeeping procedures, including guest services, reservations, check-in/check-out processes, housekeeping operations, and maintenance.

Curriculum Development:

- Collaborate with the curriculum development team to review and enhance the front office and housekeeping modules of the Hotel Management Course.
- Stay up to date with industry trends, emerging technologies, and best practices in front office and housekeeping operations, integrating them into the curriculum.
- Continuously improve course materials, including lesson plans, presentations, and assessments, to ensure they align with industry standards and meet the needs of students.

Practical Training:

- Organize and supervise practical training sessions, including mock hotel check-ins, housekeeping simulations, and maintenance activities, to provide students with hands- on experience.
- Guide and mentor students during practical exercises, ensuring they acquire the necessary skills and knowledge to excel in front office and housekeeping roles. Assess and evaluate students'
- practical abilities, providing constructive feedback to support their growth and development.

Student Support:

- Provide academic and career guidance to students, assisting them in their overall development as hospitality professionals.

Foster a supportive and inclusive learning environment, encouraging student engagement and participation.

Offer individualized support and mentorship to students, addressing their academic concerns and providing guidance on career paths within the front office and housekeeping departments.

Assistant Manager Housekeeping - Apr 2016 to Sep 2018
Royal Orchid Central, Bengaluru

As the Assistant Housekeeping Manager, I will provide leadership to the housekeeping department to maximize the operations and ensure that guests have an exceptional stay. The Assistant Manager will act in the place of the Manager to ensure smooth daily operations of the team.

- Led a team of 30 + staff, implementing stringent housekeeping standards that improved guestroom cleanliness scores by 15% within the first year
- Led cross-departmental communication efforts, resulting in a 30% faster response to guest inquiries and maintenance issues
- Spearheaded a staff training initiative that increased the performance of housekeeping duties by 20%.
- Created a successful employee recognition program that boosted staff morale and reduced annual turnover by 25%.
- Create action plans and update departmental progress-based guest and employee feedback.
- Help to prepare work schedules to ensure all jobs are covered in assigned areas.
- Other duties as assigned by Executive Housekeeper and General Manager

- **Housekeeping Executive -** Feb 2012 to Apr 2016
  Sterling's Mac Hotel, Bengaluru

- **Head Steward Hotel -** Dec 2010 to Dec 2011
  Norwegian Cruise Line, USA

- **Guest Delight Leader** - Oct 2009 to Sep 2010 The
  Accord Metropolitan, Chennai

- **Housekeeping Supervisor** - Oct 2006 - Mar 2009 The
  Residency Towers, Chennai

- **Housekeeping Tr, Supervisor** - Jun 2005 - Jun 2006 ITC
  Fortune Kences ,Tirupati

INDUSTRIAL TRAINING

1. **The Capitol,** Bengaluru
   22 Weeks from 03rd Dec 2002 to 04th May 2003

2. **Fortune Central Resort,** Darjeeling
   22 Weeks from 01st Dec 2003 to 04th May 2004.

EDUCATION

• Completed **Master of Travel and Tourism Management** from **IGNOU**, New Delhi (2020 – 2023)

• Completed **BBA** Degree from **Annamalai University**, Annamalai Nagar (2006 to 2009)

• Completed **Diploma in Hospitality Management** from **Canan School of Catering & Hotel Management,** Chennai. Certified by AHLA Institute – USA. (2002 - 2005)

Personal Details

Name of the Father	: Mahadevan
Gender	: Male
Date of Birth Marital	: 14 June 1985
Status Language's	: Married
Known	English,Hindi,Kannada,Tamil and Telugu

Declaration

I hereby solemnly declare that all the statements made in the above are true and correct to the best of my knowledge and belief. I would be obliged if I were endowed with an opportunity to serve your organization.

Date:

Place: (Lingappan)