**PARVESH KUMAR SAKLANI**

**Contact No. 8130689681**~ **E-Mail:**saklani.parvesh@gmail.com

**ADDRESS**-Rz B-61 b Mahavir Enclave part-1 Near gurudwara road , Palam-1100045

**Snapshot**

A result oriented professional with over **5 years experience**, Business Development, Customer Service, Retention, Customer Satisfaction, and Training & Team Management. Extensive experience in planning, and managing the entire operations including infrastructure development, resource planning. A consistent performer with a proven track record of increasing revenues and streamlining workflow Excellent written, communication, inter personal, liaison and problem solving skills with the ability to work in multi cultural environment.

**Assistant manager (No.2 in Housekeeping Department)**

**BLK SUPER SPECIALTY HOSPITAL –**Delhi

**Feb 2015-presently working**

**Key Accountabilities:**

* Conceptualizing and executing day-to-day operational and administrative tasks in Hospital; responsible for the entire Hospital cleaning which consisted of **650 Beds & 10 OPD, 5 GENERAL WARDS , 8 ICU , 16 OT**
* Overseeing and directing Day to day operation.
* Handling Patient complaints & take the feedback of the VIP & International patient.
* Coordinating with All the dept for the smooth operation.
* Scheduling Manpower Duty Roaster.
* Monitoring Linen stock& Machine maintenance.
* Coordinating with marketing team for the camps & organize the CME & CAMPS.
* Responsible for the Vendor contracts & Manpower bill
* Responsible of the follow-up of daily shift report.
* **Supervise the client supervisor as well as contractual supervisor.**

**Facility Management**

* Executing smoothly & hassle free functioning of the housekeeping services of the Hospital.
* Supervising maintenance of high standards of housekeeping, ensuring hygiene and cleanliness.
* Responsible for the security and safety of customers, employees &building and ensuring emergency procedures are established,
* Handling random quality audits during the shift to bring about efficiency and effectiveness in allocation and deployment of functional resources

**Customer Service Operations**

* Collecting & reviewing Patient feedback for positive changes resulting in greater guest satisfaction.
* Encouraging Staff to work more effectively & efficiently .
* Resolve customer complaints and ensure health and safety regulations are followed.

**Supply Chain Management**

* Monitoring average consumption of all items & maintaining Material stock .
* Conducting regular stock taking and physical stock verification to avoid wastage.

**Team Management**

* Handling shift operations entailing preparing shift rosters, reallocation of manpower in case of absenteeism & meeting work force requirements.
* Supervised Facility managers on new skill in ongoing basis.
* Making Training Calendar Of The every month to enhance skill.

**Linen Management**

* Issuing Of the Par Stock
* Monitoring & control on the issuing linen through the inventory
* Check-list Management
* Monitoring & upkeep all the checklist (Houseman, water distribution, Admission, Discharge, etc).
* **Responsibilities:**
* Daily attendance is updated for Every Employee in attendance. Register & Time sheet
* Develop plans and procedures for the operation housekeeping & GDA
* Establish and maintain housekeeping and laundry scheduling procedures.
* Prepare Annual budgets and ensure that each that each operates within established costs
* Maintain proper Stocks, Inventories and Audits of consumables, linen & uniform and
* Housekeeping Equipments & Housekeeping Materials.
* Prepare reports as Laundry & Housekeeping dept (Daily Report ,weekly report ,Check-list , )
* Prepare Monthly Roaster for the supervisors.
* To maintain all housekeeping consumable stock and linen stock register
* Daily inspection of all rooms to ensure cleanliness and brand standards are consistently
* Take Daily VIP & International patient Feedback.

**Housekeeping INCHARGE**

**SNH Multi Specialty Hospital –**Delhi

MAY 2014 – **Feb 2015**

**Key Accountabilities:**

* Conceptualizing and executing day-to-day operational and administrative tasks in Hospital; responsible for the entire Hospital cleaning which consisted of 120 **Beds & 10 OPD, 5GENERAL WARDS , 2 ICU , 4 OT**
* Overseeing and directing Day to day operation.
* Handling Patient complaints & take the feedback of the VIP & International patient.
* Coordinating with All the dept for the smooth operation.
* Scheduling Manpower Duty Roaster.
* Monitoring Linen stock& Machine maintenance.
* Coordinating with marketing team for the camps & organize the CME.
* Responsible for the Vendor contracts & Manpower bill
* Responsible of the follow-up of daily shift report.
* **Supervise the client supervisor as well as contractual supervisor.**

**Facility Management**

* Executing smoothly & hassle free functioning of the housekeeping services of the Hospital.
* Supervising maintenance of high standards of housekeeping, ensuring hygiene and cleanliness.
* Responsible for the security and safety of customers, employees & building and ensuring emergency procedures are established,
* Handling random quality audits during the shift to bring about efficiency and effectiveness in allocation and deployment of functional resources
* Organizing CME and event in the hospital as well as coordinating with project team .

**Customer Service Operations**

* Collecting & reviewing guest feedback for positive changes resulting in greater guest satisfaction.
* Encouraging Staff to work more effectively & efficiently .
* Resolve customer complaints and ensure health and safety regulations are followed.

**Supply Chain Management**

* Monitoring average consumption of all items & maintaining Material stock .
* Conducting regular stock taking and physical stock verification to avoid wastage.

**Team Management**

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* Prepare Monthly Roaster for the supervisors.
* To maintain all housekeeping consumable stock and linen stock register
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* Take Daily VIP & International patient Feedback .

**SENIOR EXECUTIVE**

**BLK SUPER SPECIALTY HOSPITAL –**Delhi

**May 2012-may 2014**

**Key Accountabilities:**

* Conceptualizing and executing day-to-day operational and administrative tasks in Hospital; responsible for the entire Hospital cleaning which consisted of **350 Beds & 8 OPD, 4 GENERAL WARDS , 6 ICU , 10 OT**
* Overseeing and directing Day to day operation.
* Handling Patient complaints & take the feedback of the VIP & International patient.
* Coordinating with All the dept for the smooth operation.
* Scheduling Manpower Duty Roaster.
* Monitoring Linen stock& Machine maintenance.
* Coordinating with marketing team for the camps & organize the CME & CAMPS.
* Responsible for the Vendor contracts & Manpower bill
* Responsible of the follow-up of daily shift report.
* **Supervise the client supervisor as well as contractual supervisor.**

**Facility Management**

* Executing smoothly & hassle free functioning of the housekeeping services of the Hospital.
* Supervising maintenance of high standards of housekeeping, ensuring hygiene and cleanliness.
* Responsible for the security and safety of customers, employees &building and ensuring emergency procedures are established,
* Handling random quality audits during the shift to bring about efficiency and effectiveness in allocation and deployment of functional resources

**Customer Service Operations**

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**Supply Chain Management**

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**Team Management**

* Handling shift operations entailing preparing shift rosters, reallocation of manpower in case of absenteeism & meeting work force requirements.
* Supervised Facility managers on new skill in ongoing basis.
* Making Training Calendar Of The every month to enhance skill.

**Linen Management**

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* Check-list Management
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* **Responsibilities:**
* Daily attendance is updated for Every Employee in attendance. Register & Time sheet
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* Prepare reports as Laundry & Housekeeping dept (Daily Report ,weekly report ,Check-list , )
* Prepare Monthly Roaster for the supervisors.
* To maintain all housekeeping consumable stock and linen stock register
* Daily inspection of all rooms to ensure cleanliness and brand standards are consistently
* Take Daily VIP & International patient Feedback.

**FACILITY MANAGER**

**GBH American Hospital-**Udaipur

Jan 2011 to April 2012

**Key Accountabilities:**

* Overseeing and directing Day to day operation.
* Handling Patient complaints.
* Coordinating with H.K dept for the smooth Operation.
* Scheduling Manpower Duty Roaster.
* Maintaining & keep all record of ESI & PF all manpower
* Monitoring Linen & Machine
* Making Manpower Bill
* Maintaining & upkeep all records of the manpower (Uniformity cards, police verification ,Vaccination)
* Prepare Monthly Roaster for the supervisors
* Check-list Management
* Monitoring & upkeep all the checklist (Houseman, water distribution, Admission, Discharge, etc).
* Supervise the client supervisor as well as contractual supervisor

**GUEST SERVICE ASSOCIATE**

**ITC FORTUNE SELECT EXCALIBUR**

June 2010 to Dec 2010.

**Key Accountabilities:**

* Check-in & Check-out of the guest
* Booking of the guest
* Maintaining cashier, Travel Desk
* Maintaining C-form Record
* Maintaining foreign currency exchange desk
* Coordinating with the Marketing, H.K, F&B dept.

**The Growth Path**

* **Currently Working as Senior Executive BLK Super Specialty Hospital .**
* **Joined BLK Super Speciality Hospital as Executive & got the promotion (Sr.Executive) with in a year**
* **Joined as Guest Service Associate in ITC FORTUNE SELECT EXCALIBUR.**

**Awards:**

* **Employee of the month 2010**
* **Won The ITC Check-in Competition**

**Programs Attended:**

* Daily Controls
* Basic Supervisory Skills.
* Leading a Shift Program.
* Management Development Program.

**Education**

* Completed MBA In Hospital Management with First Division .
* Passed BHMCT (Bachelor in Hospitality management & Catering Technology) with 75 %
* Passed B.COM from DU (Correspondence) with 50%
* Passed Secondary Exam from CBSE Board with 64%
* Passed Senior Secondary Exam from CBSE Board with 70%

**IT Skills:**  
• Package – Ms-word, Ms-Excel, Point,   
• others – Internet .

**Personal Details**

Date of Birth 26th June 1988

Linguistic Abilities English and Hindi

Contact Address Rz B-61b Mahavir Enclave Part-1 Gurudwara road Palam-1100045.

**Declaration**

I assure you sir that if you give me a chance to serve in organization. I shall Very grateful to you.

**(Parvesh Kumar Saklani)**