

# Curriculum- Vitae of the Director

**BINU. NEDUVELIL .BHARATHAN**



**Ashot Education & Consultancy Services Pvt Ltd**  
**Tel No: (Mob) 00918157867735/00971502568446**

**E-mail: [binuneduvililbharathan@gmail.com](mailto:binuneduvililbharathan@gmail.com)**

**[Website : www.ashotgroup.com](http://www.ashotgroup.com)**

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Indian          Male          14/02/1972          Married

## **OBJECTIVE**

To pursue a challenging career in customer service support by being associated with a prestigious and esteemed organization in order to ensure to develop my skills in expansion of the organization and to give the best of my efforts in every aspect.

## **EDUCATIONAL QUALIFICATION.**

1. Undergoing Masters in Human Resources Management from Kerala University.
2. Tourism & the Hospitality Diploma from American Hotel & Motel Association-2001.
3. Three Year Graduation Degree in Hotel Management & Catering Technology (AICTE) New Delhi from Asan Memorial Institute of Hotel Management Chennai( 1993-1996)
4. Bachelor Degree in Physics , Chemistry & Math's from Mahatma Gandhi University(1991-1993)

## **TRAINING PROFILE**

1. Basic First Aid from British Council of the Emergency First Aider Technician
2. ISO auditor 9000:2000 series from INCON
3. Departmental Trainer From Jebel Ali Golf Resort & Spa (Dubai)
4. Impact Training Champion from Storm Training & Development
5. I.E.T in Taj Malabar Cochin – May 1994 – Sept 1994
6. Cross Trained as Sales Agent in Revenue & Reservation Dept in Jebel Ali Hotel
7. Cross trained in Front office dept. & Resort relations dept.

## **OTHER TRAINING**

1. Team building & Drive the Vision
2. Fire fighting & Bomb threats.
3. Fundamentals of Management.
4. Crisis management & Stress Management
5. Performance of Management process.
6. Key Performance indicators.
7. Finance workshops & “You as a leader” from Emirates Academy Dubai.

## **Ramada Jumeirah by Wyndham hotels**

Feb 2011-till date( Pre –Opening team member )

Property website : [www.ramadajumeirah.com](http://www.ramadajumeirah.com)

Room inventory of 252 rooms

F&B outlets -5

The modern business hotel is on Jumeira-1 , property comprising of spa ,health club , a rooftop pool &bar, specialty restaurant , All day dining , dedicated bar, night club ,there are five meeting rooms where high-profile meetings can be conducted and a custom made business center .

### **Designation : Executive -Housekeeper & Manager for Health Club and Recreation**

- Oversee and manage the entire Housekeeping and laundry department.
- Set and review standards for the department, Effective training.
- Ensure Health and Safety Requirements are adhered to.
- Recruiting of all associates.
- Monitoring and executing the critical path during the pre-opening period.
- Training and disciplining associates.
- Control payroll and business expenses as per financial targets of the company.
- Dealing with contractors and suppliers and constantly keep a track of new products in the market.
- Prepare a complete summary of housekeeping and laundry areas to monitor all variances and shortfalls to budget.
- To keep a positive and motivated work environment with empowerment, to create a multi skilled taskforce within the department.
- Project was successfully launched into the market as per dateline (15 August, 2011).
- Liaising with the group central purchasing department to give all the required specifications for guest rooms and all public areas of the hotel.
- Submitting all the additional OPE requirements to the owner representative as per the corporate brand standards.
- Snagging the entire property with Chief Engineer before taking over the property and to do a deficiency check.
- Checking all the FF& E for the inventory count and check the product quality as per Mock Up room standards.
- Checking all the linen as per corporate specifications and brand standards.
- Working with fashion designers and completion of uniforms for all departments and sub departments of the hotel.
- Preparation of Capital and operational budget's for the department.
- To maximize the gross contribution from a departmental point of view.
- Dealing with all summer maintenance schedules.
- Succession plan for all positions in the department.
- Actively working on creating a multi task force within the department
- Framing a succession plan for all associates

## **Desert Islands Resort & Spa by Anantara**

Jan 2008 –Feb 2011(Pre-opening team member )

Property Web site –[www.sir-baniyasland.anantara.com](http://www.sir-baniyasland.anantara.com)

Room Inventory -124(60 villas )

Food& Beverage outlets -5

A flagship property under the ownership of TDIC situated in Sir Baniyas Island with four Food and Beverage outlets, property spread in 87 square kilometers with a Dive center, Conference center & Stables.

### **Designation : Executive –Housekeeper and Care taker for Front Office till Front office on board during Pre-opening**

- Oversee and manage the entire Housekeeping and laundry department.
- Set and review standards for the department, Effective training of all team.
- Ensure Health and Safety Requirements are adhered to.
- Recruiting of all associates.
- Monitoring and executing the critical path during the pre-opening period.
- Training and disciplining associates.
- Control payroll and business expenses as per financial targets of the company.
- Dealing with contractors and suppliers and constantly keep a track of new products in the market.
- Prepare a complete summary of housekeeping and laundry areas to monitor all variances and shortfalls to budget.
- To keep a positive and motivated work environment with empowerment, to create a multi skilled taskforce within the department.
- Project was successfully launched into the market as per dateline (Oct 2008)
- Liaising with the procurement company to give all the required specifications for guest rooms and all public areas of the hotel.
- Submitting all the additional OPE requirements to the owner representative as per the corporate brand standards.
- Snagging the entire property with Chief Engineer and Project Manager before taking over the property and to do a deficiency check.
- Checking all the FF& E for the inventory count and check the product quality as per Mock Up room standards.
- Checking all the linen as per corporate specifications and brand standards.
- Closely dealt with the interior designers with constructive suggestions.
- Working with fashion designers and completion of uniforms for all departments and sub departments of the hotel.
- Actively involved with Project Manager & Chief Engineer to finalize the layout and equipment requirement for the laundry operation.
- Preparation of Capital and operational budget's for the department.
- To maximize the gross contribution from a departmental point of view.
- Dealing with all summer maintenance schedules.
- Succession plan for the department.
- Actively working on creating a multi task force within the department
- Framing a succession plan for all associates.
- Actively liaised in the mock-up room set-up for Anantara Qasar Al Sarab.

## **GROSVENOR HOUSE , Luxury collection by Starwood , Dubai**

May 2005 –December 2008(Pre-opening team member)

Room Inventory -749 (Hotel & Serviced Apartments)

Food& Beverage outlets-16

Property Web site -[www.grosvenorhouse-dubai.com/serviced-apartments](http://www.grosvenorhouse-dubai.com/serviced-apartments).

Luxury collection of Starwood hotels and resorts in the middle east

### **Designation : Assistant Executive -Housekeeper**

1. Recruiting new associates
2. Training and assessment of new associates along with the departmental trainer.
3. Quality & service delivery on operation.
4. Implementation of the Hotel wide cost and efficiency monitoring system.
5. Receiving quotations in liaison with the purchasing department.
6. Frequently test new products and materials to find better ways to do the job
7. Guest interaction and feedback procedure to improve with the gap analysis.
8. Working closely with Front office and Engineering departments to ensure a seamless experience for our customers.
9. Recruiting and disciplining associates.
10. Rostering the work schedules.
11. Scheduling yearly vacation plans.
12. Linen inventory( conducting and documentation for the shortfalls)
13. Performance appraisals.
14. Actively assisted the Executive Housekeeper for preparation of operational &capital budgets.
15. Setting up the entire property (Hotels & Apartments during the pre-opening).

## **KHIRAN RESORT, Kuwait ( Refurbishment )**

OCT 2003 – April 2005.

Room Inventory -236 Villas (148 Luxuryvillas+48 Deluxe +40Studio's)

Food& Beverage outlets -3

Property Web site -[www.khيرانresort.com](http://www.khيرانresort.com)

### **Designation : Assistant Executive -Housekeeper**

1. Training and assessment of new staff
2. Quality & service delivery
3. Implementation of the Hotel wide cost and efficiency monitoring system
4. Receiving quotations
5. Frequently test new products and materials to find better ways to do the job
6. Guest interaction and feedback procedure
7. Working closely with Front office and Engineering departments
8. Recruiting and disciplining associates
9. Duty Rosters
10. Scheduling yearly vacation
11. Linen inventory
12. Performance appraisal
13. Budget preparation (operational & capital budgets).
14. Maximum productivity management.
15. Executed the project of refurbishment of the entire property in 2004.

## **JEBEL ALI GOLF RESORT & SPA, Dubai( Refurbishment )**

Feb 98 – Sep 2003.

Room Inventory -406

Food & Beverage Outlets -13

Property Web site -[www.jebelali-international.com](http://www.jebelali-international.com)

**Designation : Senior -Housekeeper & use to handle night shift Front Office Reliever operations during busy operations at Night**

1. Receiving quotations from suppliers.
2. Frequently test new products and materials to find better ways to do the job.
3. Guest interaction and feedback procedure.
4. Working closely with Front office and Engineering departments to ensure a seamless experience for our customers.
5. Recruiting and disciplining associates.
6. Preparing work schedules.
7. Scheduling yearly vacation.
8. Linen inventory on a monthly basis.
9. Performance appraisal for supervisors and room attendants.
10. Assisting Executive Housekeeper in preparing of Operational budgets.
11. Monitoring the departmental operating cost & controlling the same.
12. Has been involved in the opening of Palm tree court which was the hotel's extension.
13. Had been involved in the refurbishment and renovation of the main building in year 2000.
14. From a Housekeeping perspective organizing for Outdoor catering events such as Dubai Desert Classic Dubai world cup, Desert safaris and Sheikh Boat trips.
15. Was responsible for all the cleanliness of the VIP boats docked at the marina.
16. Was actively involved for partial refurbishment of the property (261 rooms) in year 2000, actively assisted the Executive –Housekeeper to re-open the property.

## **The Central Park Hotel Bangalore**

July 1996 – February 1998

Room Inventory-130

Food & Beverage Outlets -04

Property Web site –[www.manipalhotels.com](http://www.manipalhotels.com)

A business class hotel under Manipal Hotels and Resorts

**Designation : Housekeeping- Supervisor**

1. Checking guest rooms and public areas
2. Conducting linen inventories
3. Making summer maintenance updates
4. Training Room Attendants
5. Preparation of Duty rosters for the reporting staff.
6. Liaising with front office and maintenance departments.
7. Performed as a Housekeeping evening –in -charge for the property.
8. Monitoring of indoor plant maintenance.
9. Monitoring Pest control schedules.
10. Had been actively involved in the pre-opening of Manipal County hotel

## **Vivanta by Taj**

May 1994 – September 1994

Room Inventory-105

Food & Beverage Outlets -04

### **Designation : Industrial Exposure Trainee**

Had undergone a six month training in all the main departments and sub departments of the property as a Hotel Operational Trainee

- Housekeeping /Laundry
- Front –Office /Reservations /Telephones
- Food & Beverage ( Production ) /Stewarding
- Food& Beverage ( Service )
- Engineering /Security

### **STRENGTH**

1. Determination, dedication & Flexibility.
2. Self-motivation & Leadership Qualities.
3. Proficiency in written and oral communication.
4. Efficiency in handling a variety of tasks simultaneously.
5. Willingness to learn – flexible & adaptive.
6. Good customer handling skills.
7. Knowledge of computers.
8. Ability to handle pressure.

### **SPECIAL ACHIEVEMENT**

1. Nominee for Grammy( Manager of the Year – 2006 )at Grosvenor House by Starwood hotels & Resorts Dubai
2. Qualified Train The Trainer
3. Certified Internal ISO Auditor
4. Trained in Uniform system of accounting ( Tenth revised edition )
5. Basic Fire Fighter