



# MD. SAMEER MOKASHI

## ABOUT ME

## CONTACT INFO

- 8669865175
- mokshisameer595@gmail.com
- Zuarinagar, Goa- India, Pin: 403726

## LANGUAGES

- ENGLISH
- HINDI
- MARATHI
- KONKANI

## SKILL

- Cooking,
- Dancing &
- Singing

## ACHIEVEMENTS

Received the best intern award for the year 2020-2021 from enviroskills Academy International Hotel Management Institute, Goa-India

Received Employee of the month Award At: HQ Hotel, Vasco, Goa-India. On: January 2022

Nominated for the best employee award in Lapaz Beacon Hotel Vasco-Goa

2021  
Himalayan Garhwal University, Uttarakhand India

One Year Diploma In Hotel Management  
Subjects Covered: Food & Beverage Service & Production, Rooms Division Management, Housekeeping, Front Office, Bakery & Confectionery

2019  
Goa Board of Secondary & Higher Secondary Education  
Goa-India  
12th Standard Commerce



## OBJECTIVE

Always willing to work with healthy and respective environment, Where i can work very hard towards my successful organization.



## WORK EXPERIENCE

### HOSPITALITY

05/01/2020 -06/12/2024

## (Lapaz Beacons Gardens Hotel - Senior GSA and Desk Attendant Housekeeping. Goa-India 06/2022)

- Followed sanitation and hygiene guidelines by carrying out regular housekeeping tasks to eliminate waste and reduce contaminants.
- Kept windows, doors and building exterior clean by using glass cleaner and pressure washers.
- Kept rooms dust-free and clean by dusting ornaments, objects, tables and furniture. Kept bathrooms clean and sanitary by disinfecting baths, sinks, showers and toilets after use.
- Completed all cleaning tasks as requests by management within set timeframes and to high-quality standards.
- Handled guest calls and assigned work order to Engineering and related departments.

## (HQ Hotel Vasco - Guest Service Assistant Housekeeping. Goa-India 12/2021 - 06/2022)

- @Responded promptly to requests from guests and other departments.
- @Filled cart with supplies and transported it to assigned area.
- @Entered guest rooms following procedures for gaining access and ensuring vacancy before entering.
- @Replaced guest amenities and supplies in rooms.
- @Replaced dirty linens and terry with clean items.
- @Made beds and folded terry.
- @Cleaned bathrooms.
- @Removed trash, dirty linen, and room service items.
- @Checked that all appliances are present in the room and in working order.
- @Straightened desk items, furniture, and appliances.
- @Dusted, polished, and removed marks from walls and furnishings.
- @Vacuumed carpets and performed floor care duties.
- @Completed safety training and certifications.
- @Maintained a neat and organized work area.
- @Adhered to grooming and hygiene standards.

## PERSONAL DETAILS

- DOB: 30/07/2020
- RELATIONSHIP: SINGLE
- NATIONALITY: INDIAN
- MOBILE: 8669865175
- EMAIL: mokshisameer595@gmail.com
- PERMANENT ADDRESS: ZUARINAGAR, SANCOALE-GOA

## ADVANCE ACTIVITIES

- Participated in a food fest in the kitchen department AT: IIHM GOA CAMPUS.
- Participated in the young Chef Olympiads event in the Front Office and cultural department.

## ITC Fortune Miramar - Housekeeping Intern Goa-India, 12/2020 - 10/2021

### CORE QUALIFICATIONS

- Room Dusting
- Floor Mopping
- Bathroom Sanitisation
- Replenishing Room Stock
- Waste And Rubbish Removal
- Cleaning Quality Assessments
- Cleaning Services
- Appliance Maintenance
- Junitorial Services
- Front Desk Communications
- Room Preparation
- Marble And Granite Familiarity

@Maintained common areas neat by performing tasks such as sweeping, sorting, and washing.

@Learned how to check rooms to ensure they met hotel standards in terms of tidiness and availability of materials.

@Assisted in organizing the cleaning service schedule based on the occupancy rate.

@Supervised and provided assistance with other hotel services, including luggage handling, front office tasks, and restaurant operations.

@Welcomed clients with a friendly and professional attitude.

@ Provided advice and recommendations on visits, tours, and tourist attractions.

@Guided clients throughout their journey, offering assistance and support.

@Answered client requests with diplomacy and professionalism.

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## Leela Mobour - Desk Attendant, Goa-India, 06/2019 - 11/2019

### PROFESSIONAL SUMMARY

EXPERIENCED AND DEDICATED PROFESSIONAL WITH A STRONG BACKGROUND IN THE HOUSEKEEPING DEPARTMENT. SKILLED IN PROVIDING EXCEPTIONAL GUEST SERVICE AND MAINTAINING HIGH STANDARDS OF CLEANLINESS. HAVE RECEIVED SEVERAL ON JOB RECOGNITION AWARDS FOR BRILLIANT PERFORMANCE. COMMITTED TO DELIVERING EXCEPTIONAL SERVICE AND CONTRIBUTING TO A WELCOMING ENVIRONMENT FOR GUESTS. SEEKING SUITABLE OPPORTUNITY IN HOUSEKEEPING DEPARTMENT.

@Received and recorded all lost articles found in the hotel.

@Championed the Housekeeping Department's responsibilities related to the inventory process by working closely with the Housekeeping Manager Assistant and Housekeeping Manager to maximize operational efficiency and ensure the protection of hotel assets.

@Ensured the cleanliness and maintenance of Hotel facilities, including guestrooms and all public areas, in accordance with health and safety standards.

@Answered the telephone as per hotel standards. Recorded every telephone call in a log book/database, noting the action taken, responsible party, and the person who received the call.

@Ran an in-house guest list, rollaway/crib report, and check-out list from the Property Management System.

@Verified room status. Coordinated with Engineering and other departments for work order follow ups.

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## CURRENT JOB:

•Working As A Housekeeping  
Trainee Supervisor At: RADISSON,  
CANDOLIM-GOA.

### JOB RESPONSIBILITIES

- Managing staff: Assigning and inspecting tasks, training new staff, and scheduling shifts  
Maintaining cleanliness: Ensuring that the hotel is clean and presentable, and that housekeeping standards are met.
- Managing inventory: Ordering supplies and equipment, and checking inventory levels  
Inspecting: Regularly inspecting guest rooms and common areas to identify issues.
- Addressing complaints: Resolving guest complaints and concerns  
Communicating: Communicating with staff and management to ensure goals are met.
- Enforcing policies: Ensuring that staff comply with safety and sanitation policies.
- Preparing reports: Recording data and preparing reports
- Assisting with housekeeping: Performing housekeeping duties such as cleaning rooms, floors, and restrooms.
- Opening duties: Assigning rooms to be cleaned, distributing keys, and holding morning meetings.

### • ADVANCE JOB RESPONSIBILITIES

\$ Educating Staff To Work Under Decency  
Profession

\$ Motivating To Respect With Time Base  
Performance

\$ Teaching A Staff To Deal With Healthy Living  
Along With Their Hard Work To Always Stay  
Productive.

\$ Day To Day New-New Strategy Teaching In  
Cleanliness To Clean Much Better In Less Time.