

PERSONAL INFORMATION



KUNHIRAMAN VANNAN UNNIKRISHNAN

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Sex Male | Date of birth 18/05/1983 | Nationality Indian

WORK EXPERIENCE

05/05/2013–15/02/2017

CLEANER

BROTHERS HOTEL

PAKKAM P O , PALLATHEINGAL,KASARGOD DISTRICT,KERALA, 671316 KASARGOD (India)

- Hotel rooms keeping clean.
- Changing bed linen.
- Making beds clean.
- Vacuuming floors.
- Replenishing stocks of guest supplies- shampoo and soap,and drinks.
- Enters and prepares the room for cleaning.
- Dusts the room and furniture.
- Replenishes guestroom and bath supplies.
- Cleans the bathroom.
- Clean the Closet.
- Vacuums and racks the carpet.
- Checks and secures the rooms.
- Replenish amenities according to the operational standards.
- Deliver and retrieve items on loan to guests e.g.iron and ironing boards.
- Ensure security of guest rooms and privacy of guests.
- Perform rotation cleaning duties (e.g. steam clean carpets,spring cleaning, super cleaning etc.)as required.
- Cleans guest bathroom/bedroom/floor corridor.
- Anticipate guest needs respond promptly and acknowledge all guests, however busy and whatever time of day.
- Maintain positive guest relations at all times.
- Be familiar with all hotel services/features and local attractions/activities to respond to guest inquiries accurately.
- Resolve guest complaints, ensuring guest satisfaction.
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
- Empty trash containers and ashtrays.
- Remove all dirty terry and replace with the clean par to the designated layout.
- Remove soil, dirt,soap build-up and hair from bathroom mirrors,vanity,sink,toilet,shower walls,bathtub, shower curtain and floor.
- Replace facial, toilet tissue and bathroom amenities in correct amount and location .
- Inspect condition of bathrobes and replace soiled/damaged ones.

- Remove dirty bed linen and make up bed with clean linen.
- Replace laundry bags and slippers.
- Clean closets and door tracks on check-out rooms, removing dust and debris. Ensure correct amount and placement of hangers, extra blanket/pillow and luggage rack.
- Dust and polish all furniture.
- Realign furniture to the floor plan.
- Responsible for replenishment of guest complimentary water.
- Responsible for the cleanliness and maintenance of his work area.
- Responsible for the Hotel property in the work area.
- Attends to guest calls, guest requests/guest complaints in the area assigned to him.
- Authorise to enter in guestrooms for cleaning and providing turn down services as per requirement.
- Responsible for following the standard operating procedures.
- Responsible for achieving and exceeding the guest satisfaction score.
- Update status of rooms cleaned on assignment sheet.
- Return and restock cart at end of shift.
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Business or sector Other service activities

Related document(s): Unnikrishnan EXPERIENCE.PDF

EDUCATION AND TRAINING

01/06/2013–31/03/2014

Secondary School Leaving Certificate (SSLC)

EQF level 1

Govt of Kerala, Thiruvananthapuram (India)

MALAYALAM I

MALAYALAM II

ENGLISH

HINDI

SOCIAL SCIENCE

PHYSICS

CHEMISTRY

BIOLOGY

MATHEMATICS

INFORMATION TECHNOLOGY

Related document(s): UNIIKRISHNAN SSLC.pdf, UNIIKRISHNAN SSLC2.pdf

PERSONAL SKILLS

Mother tongue(s) Malayalam

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B1	A1	B1	B1
Tamil	B1	B1	B1	B2	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
 Common European Framework of Reference for Languages

Communication skills Good communication Skills

Organisational / managerial skills Perfect job confidence

- Job-related skills Commitment in all jobs
- Previous service experience as an asset.
 - Good communication skill and organizational skills.
 - Strong inter personnel and problem solving ability.
 - Highly responsible and reliable.
 - Ability to work well under pressure in a fast paced environment.
 - Ability to work cohesively with fellow colleagues as part of a team.
 - Ability to focus attention on guest needs, remaining calm and courteous at all times

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Independent user		Basic user	

Digital skills - Self-assessment grid

Basic Knowledge

Passport Number: S8915486
 Place of Issue: KOZHIKODE
 Date of Issue:18/12/2018
 Date of Expiry:17/12/2028
 Place of Birth: PALLATHINGAL ,KERALA

Related document(s): UNNIKRIISHNAN PASSPORT 1.pdf, UNNIKRIISHANAN PASSPORT 2.pdf

ANNEXES

- Unnikrishnan EXPERIENCE.PDF
- UNNIKRIISHNAN PASSPORT 1.pdf
- UNNIKRIISHANAN PASSPORT 2.pdf
- UNIIKRIISHNAN SSLC.pdf
- UNIIKRIISHNAN SSLC2.pdf