

## PERSONAL INFORMATION

## SHAJAN AKHIL



📍 NADUKUDIYIL KALIYAR P O VANNAPPURAM, 685607 THODUPUZHA (India)

📞 +91 7558877519

✉ uneboy333@gmail.com

💬 Skype Akhil Shajan

Sex Male | Date of birth 20/08/1998 | Nationality Indian

## POSITION

## CLEANER

## WORK EXPERIENCE

20 Aug 2016–30 Nov 2018

## CLEANER

LANTRENA LIGHT AND ELECTRONICS, THODUPUZHA, IDUKKI (India)

- Keeping clean Hotel rooms.
- Replenishing stock of guest supplies+ shampoo and soap, and drinks.
- Changing bed linen.
- Checks and secures the rooms.
- Making beds clean.
- Vacuuming floors.
- Dusts the room and furniture
- Replenishes guestroom and bath supplies.
- Cleans the bathroom.
- Clean the Closet.
- Vacuums and racks the carpet
- Ensure security of guest rooms and privacy of guests.
- perform rotation cleaning duties
- Cleans guest bathroom/bedroom-floor corridor.
- anticipate guest need relations at all times.
- Be familiar with all hotel services-features and local attractions-activities to responded to guest inquiries accurately.
- 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.
- Dust and polish all furniture
- Responsible for following the standard operating procedures.
- Responsible for archiving and exceeding the guest satisfaction score.
- Update status of rooms cleaned on assignment sheet.
- Return and restock cart at end of shift.

Related document(s): 125772 (1)experience.pdf

- Anticipate guest needs respond promptly and acknowledge all guests, however busy and whatever

time of day.

- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
- Replenish amenities according to the operational standards.
- Deliver and retrieve items on loan to guest e.g. iron and ironing boards.
- Ensure security of guest duties.
- Be familiar with all hotel services.
- Enters and prepares the room for cleaning.
- Dust and polish all furniture
- Attends to guest calls, guest request-guest complaints in the area assigned to him.
- Responsible for the hotel property in the work area.

## EDUCATION AND TRAINING

1 Jun 2013–30 Mar 2014

### Central Board of Secondary Examination

EQF level 1

GOVT OF INDIA, DELHI (India)

- English Comm.
- Malayalam
- Mathematics
- Science
- Social Science

[Related document\(s\): 125773 sslc.pdf](#)

2014–2016

### Higher Secondary Examination

Board of Higher Secondary Examination, Government of Kerala, Thiruvananthapuram (India)

- English
- Malayalam
- Physics
- Chemistry
- Computer Science
- Mathematics

[Related document\(s\): Plus Two.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
Hindi	B1	B1	B1	B2	A1
Arabic	A2	B1	B1	B1	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 ■ Can speak English

Organisational / managerial skills ■ Leadership.  
■ Strong interpersonal skills and problem-solving ability.

Job-related skills ■ Management Operations  
■ Customer Service  
■ Vendor Relations  
■ Security Management  
■ General Administration  
■ Safety Assurance  
■ Quality Management  
■ Ability to coordinate with the fellow works as a part of the team

Digital skills

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

Digital skills - Self-assessment grid

ADDITIONAL INFORMATION

Passport Details ■ Passport Number : T8871077  
■ Place of Issue : COCHIN  
■ Date of Issue : 30/08/2019  
■ Date of Expiry : 29/08/2029  
■ Place of Birth : VAZHAKULAM ,KERALA

Related document(s): Passport1\_.pdf.pdf, Passport2\_.pdf.pdf



## ATTACHMENTS

- 125772 (1)experience.pdf
- 125773 sslc.pdf
- 125777 (1)plus two.pdf
- Passport1\_.pdf.pdf
- Passport2\_.pdf.pdf
- Plus Two.pdf