

# SATADRU MONDAL

Address : Grande Prairie, Alberta, Canada  
Phone : +1(780)228-7199  
Email : [satadru.mondal9@gmail.com](mailto:satadru.mondal9@gmail.com)  
Nationality : India  
Languages : English (Fluent), Hindi (Fluent) & Bengali (Native)  
Relocation : Immediate Worldwide

---

## PROFESSIONAL SUMMARY

Housekeeping professional with 15+ years of experience in luxury hotels, resorts, and cruise ships worldwide. Skilled in deep room cleaning, turndown service, inventory control, and guest assistance while maintaining strict hygiene and brand standards. Proven track record of delivering exceptional guest satisfaction in high-volume, fast-paced environments.

---

## CORE COMPETENCIES

- Guest Room Cleaning & Sanitization
  - Turndown services & VIP Guest Services
  - Linen & Laundry Management
  - Deep Cleaning & Detailing
  - Inventory & Stock Replenishment
  - Housekeeping Inspections & Reports
  - Safety & Hygiene Compliance (USPH/PH)
  - Guest Request Handling & Service Recovery
  - Team Collaboration & Training Support
- 

## PROFESSIONAL EXPERIENCE

### DELTA HOTELS BY MARRIOTT | Canada | Dec 2023 - Present

#### Housekeeping Team Leader

- Led daily housekeeping for guest rooms and suites, ensuring compliance with brand standards.
- Conduct regular room and public-area inspections; implement corrective actions to maintain quality and compliance.
- Prepare duty rosters, delegate tasks, and manage shift handovers to meet occupancy demands.
- Oversee inventory control of linens, amenities and cleaning supplies; place orders and coordinate with procurement.
- Train, mentor and evaluate room attendants to improve efficiency, safety and guest satisfaction.
- Coordinate with Front Office on VIP arrivals, special requests and discreet guest service recovery.

#### Room Attendant

- Cleaned and prepared guest rooms, bathrooms and corridors to the Marriott 5-star standards (turnover & stayover).
- Performed daily servicing: bed-making, dusting, vacuuming, polishing, trash removal and replenishment of amenities.
- Managed linen exchange, minor stain treatment and delicate garment handling; logged and handed over lost & found.
- Maintained housekeeping trolley and equipment; followed chemicals/health & safety protocols.
- Reported maintenance issues promptly and liaised with engineering for repairs.
- Delivered courteous guest interactions and handled requests professionally to boost satisfaction scores.

### CRUISE SHIPS (MSC, NCL & COSTA CRUISE) | Worldwide | 2012 – 2023

#### Cabin Steward

- Served in multiple housekeeping roles across international cruise lines, covering cabin stewardship, public area maintenance, and section responsibilities.
- Cleaned and maintained luxury cabins, suites, and public areas for thousands of international guests.

- Delivered VIP and turndown services, ensuring comfort and attention to detail.
- Performed deep cleaning routines in compliance with USPH and international health standards.
- Managed housekeeping supplies, linen distribution, and stock control.
- ***Received “Vacation Hero” recognition certificates (NCL, 3x)*** for excellence in guest service and dedication.

#### **HOTEL AIR LINK | India | Jan 2008 - Jun 2012**

##### **Housekeeping Supervisor**

- Supervised housekeeping staff, assigned sections, and completed daily inspections to meet quality benchmarks.
- Prepared staff schedules, conducted training on cleaning methods and safety, and supported guest recovery.
- Maintained records for supplies, coordinated with vendors, and ensured compliance with sanitation standards.

#### **EAGLETON GOLF RESORT | India | Jul 2007 - Jan 2008**

##### **Food & Beverage Steward**

- Assisted in banquets and restaurant service while maintaining cleanliness in F&B areas.
- Supported banquet and outlet service, maintained strict hygiene standards.
- Coordinated with housekeeping for event turnover and linen handling.

#### **STERLING HOLIDAY RESORT | India | Jul 2006 - Jan 2007**

##### **Industrial Training — Housekeeping & F&B**

- Completed rotations in guestroom servicing, turndown, public-area cleaning and laundry operations.
- Learned chemical handling, housekeeping checklists, inventory control and lost & found procedures.
- Gained practical experience in banquet side-work, food safety basics and guest table service.

#### **CERTIFICATIONS**

- STCW Safety Training (Crisis Management)
- USPHS-HACCP Global Sanitation Standards
- Fire Prevention & Fire Fighting

#### **EDUCATION**

- Diploma in Hotel & Catering Management | M.I.H.M., India
- Senior Secondary Education (10+2), India (WES Canada certified)