

Sarvsukh Anand

+1 (437) 707-5523 | sarvsukhanand@gmail.com | www.linkedin.com/in/sarvsukhanand | Toronto, Canada

SUMMARY

Detail-oriented Administrative Professional with 17 years of experience rooted in the luxury hospitality sector. Proven ability to manage budgets, streamline administrative processes, and provide key support to senior leadership. Expertise in vendor management, quality assurance reporting, and cost optimization to enhance operational efficiency and guest satisfaction. Seeking to leverage extensive experience in team coordination and process improvement to excel in an administrative role within a leading hospitality organization.

SKILLS

Administrative & Financial Management: Budgeting & Cost Control, Vendor & Supplier Management, Procurement, Stakeholder Reporting, Quality Assurance Auditing, Scheduling & Logistics, Invoice Processing, Inventory Management.

Leadership & Team Coordination: Team Development, Recruitment Coordination, Training & Coaching, Performance Management, Change Management.

Hospitality & Guest Services: Guest Satisfaction Improvement, Client Relations, Event Planning Support, Service Quality Enhancement.

Technical Proficiencies: MS Office Suite (Excel, PowerPoint, Word), SAP, KPI Analysis & Reporting.

EXPERIENCE

Compass Group Canada | Mississauga, Canada

Mar-2025 - Present

Quality Assurance Manager

- Coordinated all administrative aspects of team management for 50+ staff, including scheduling for training, performance evaluation documentation, and liaising with HR on union-related activities.
- Actively contribute to human resource **planning processes, discipline**, and union-related activities within a unionized environment.
- Maintain **cost control** in alignment with budgetary targets and actively participate in budget planning and variance analysis for Environmental Services operations.
- Proactively enhance customer satisfaction by implementing feedback collection mechanisms on cleaning service quality.
- Authored and presented detailed monthly audit reports** and quality summaries for senior stakeholders, translating complex data into actionable insights for decision-making.

Godrej Living | Mumbai, India

Sep-2024 – Dec-2024

Community Operations Manager for Godrej Living's flagship luxurious property

- Transformed the Net Promoter Score (**NPS**) from -70% to **+45% within 3 months** by strengthening feedback mechanisms and accelerating issue resolution.
- Streamlined the complaint management process, achieving **100% closure of all open complaints** within a month and reducing turnaround time (**TAT**) for issue resolution by **40%**.
- Conducted surprise **audits** and **on-the-job training** for housekeeping and security staff, leading to notable improvements in service quality and operational efficiency.
- Introduced **preventative maintenance programs**, reducing unplanned breakdowns and extending the lifespan of community infrastructure.

ADNH Compass ME | Dubai, UAE

Oct-2017 – Mar-2024

Facilities and Hospitality Manager for marquee clients like Bloomberg (Dubai), Dom Hotels (Dubai) and Emirates Global Aluminum (Abu Dhabi)

- Undertook the task of cleaning, sanitizing and managing **makeshift residential apartments for 200 staff** members during the peak COVID-19 lockdown period in 2020-2021.
- Improved average **customer KPI scores by 15%** and delivered **100% of the annual budget** for all years.
- Managed all **administrative coordination and logistics** for the mobilization of five new sites, including workforce scheduling, equipment procurement, and ensuring operational readiness within a one-month timeline.
- Led a procurement optimization project, negotiating with new eco-friendly vendors and streamlining inventory control to achieve a **10% cost reduction** in consumables.

INOX Leisure | Delhi, India

Dec-2014 – Sep-2017

Regional Manager (Housekeeping)

- Mobilized over **100 facility management staff** for 7 new cinemas across **6 cities**.
- Provided administrative oversight for **27 cinema units** and 500 team members, including regional vendor management, budget review, and SOP implementation.
- Introduced manpower management services vendors, resulting in a **20% improvement** in cleaning score in the first quarter and resolving the issue of absenteeism.
- Established and implemented **Standard Operating Procedures (SOP)** across the north region.

Big Cinemas - Reliance Media Works Delhi, India Deputy Manager (Housekeeping) <ul style="list-style-type: none"> Directed overall housekeeping operations for 34 cinemas spread over 8 states of India. Steered the budget planning process for housekeeping units, analyzing historical spending patterns and identifying key cost drivers, resulting in a well-calibrated budget. 	Nov-2013 – Dec-2014
Fortis Hospital Delhi, India Head (Housekeeping) <ul style="list-style-type: none"> Led in-house laundry for medical and non-medical linen for the 200-bed hospital and over 500 hospital staff. Monitored inventory to ensure optimal cleaning equipment, materials, and workforce utilization. Recognized for exceptional leadership and contributions to driving innovation and business growth. 	Oct-2012 – Oct-2013
The Westin Gurugram, India Assistant Manager <ul style="list-style-type: none"> Enhanced banquet operations by implementing comprehensive cleaning protocols increasing overall cleanliness scores. Handled all administrative functions for a 30-person team, including creating daily schedules, processing payroll data, coordinating recruitment with HR, and managing the annual performance appraisal cycle. 	May-2011 – Sep-2012
Svenska Hotels Mumbai, India Assistant Manager (Housekeeping/Pre-opening) <ul style="list-style-type: none"> Created a prioritized snag list for 30 rooms, enhancing room quality and reforming the pre-opening process. Managed the vendor selection and procurement process for key hotel supplies, including linen, uniforms, and guest consumables, establishing new cost-effective partnerships. Reviewed the Guest Satisfaction Tracking System and analyzed guest feedback for prompt service improvements. 	Dec-2010 – Apr-2011
Rambagh Palace - Taj Hotels Jaipur, India Assistant Manager (Housekeeping) <ul style="list-style-type: none"> Addressed guest requirements and provided personalized service to achieve the highest levels of guest satisfaction. Implemented major changes in room and public area design to achieve desired standards and upgrade quality systems. 	Jun-2008 – Dec-2010

EDUCATION

Bachelor’s in Hospitality and Tourism Management Alagappa University	India
First Aid Personnel Certification Blue Sky International, Switzerland	

ACHIEVEMENTS

- Achieved top-tier scores in a Richey Hospitality Audit (95% in public area management, 91% in guest rooms), reflecting exceptional standards in quality assurance.
- 1st Runner-up in All India inter-hospital hygiene championship at Fortis

LANGUAGES

English: Proficient	Hindi: Proficient	Marwari: Native
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