Dolton

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**OBJECTIVE : TAKING SERVICE TO A NEW STANDARD**

* WORKED AS, ASSISTANT EXE HOUSEKEEPING MANAGER IN DAMAC GROUP HOTELS & RESORT SINCE AUG 2013 TILL MARCH 2015 AS PRE – OPENING TEAM..
* WORKED AS PRE – OPENING MEMBER IN HOUSEKEEPING DEPT OF MEYDAN HOTEL AS SENIOR TEAM LEADER 01.05.2011 till 21.07.2013
* (Pre –Opening Member)WORKED AS TEAM LEADER IN BURJ AL ARAB A 7\*STAR HOTEL from 12.09.1999 to 30.04.2011
* (Pre Opening Member)WORKED AS ROOM ATTENDANT IN BEACH HOTEL ROTANA IN ABU DHABI FROM FEB 24/1994 TO NOVEMBER 18/1998.
* WORKED IN SEA ROCK ROTANA HOTEL BERIUT (LEBANON)FOR SIX MONTH AS ROOM ATTENDANT
* WORKED IN HOTEL HILTOP INTERNATINONAL IN BOMBAY AS CASHIER CUM ORDER TAKER FROM 14.11.92 TO 18.2.94

Languages [ENGLISH, HINDI]

Extracurricular [READING, LISTENING TO MUSIC, FOOTBALL. ]

Activities

**WORK EXPERIENCE**

* TOTAL HOUSEKEEPING SOLUTION
* PRE-OPENING SPECIALIST AND SUPPORT CO ORDINATION
* PREPARING REPORT IN FIDELIO/OPERA
* ALLOCATING STAFF FOR DAILY OPERATION
* INSPECTING GUEST SUITES FOR ARRIVALS
* LEAISING WITH OTHER DEPARTMENT LIKE FRONT OFFICE/GREETING DESK/RESERVATION ,ENGINEERING.
* CONDUCTING DAILY BREIFING FOR STAFF ON DAY TO DAY EVENTS/SPECIALS
* TRAINING NEW COLLEAGUES FOR ON HAND TASK WITHIN THE DEPARTMENT.
* HANDELING TOTAL HOUSEKEEPING DEPARTMENT OPERATIONS.

**TRAINING TOPIC ATTENDED**

TASK TRAINER CERTIFIRED

PERFECT TEAM LEADER (COURSE)

COMMUNICATION

TEAM WORK

HOW TO HANDLE VACCUM MACHINE

OPERA / FIDELIO FO / FO REPORT`S

MICROSOFT WORD/EXCEL KNOWLEDGE

TELEPHONE SKILLS

SUITES SET UP

SPECIAL BED MAKING

ROMANTIC SET UP FOR HONEY MOONERS/BIRTHDAY,SPECIAL OCCATION.

HANDELING GUEST REQUEST

FIRE FIGHTING

FIRST AID

CONDUCTING APPRAISALL FOR COLLEAGUES ANNUAL/QUATERLY