**CLEANING SUPERVISOR / ASST MANGER**

**Snapshot:** Confidence, Optimism, Strong will Power and Patience is some of my finger points. Willingness to learn and can adapt myself to any new environment and can also become a synchronizing member of a group. I can work with determination perseverance, and dedication to finish the given assignment on time. I possess a broad knowledge in MS Office Application andalso hold a valid UAE Driving License.

**Executive Synopsis\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Core Competencies**

* Strategy Planning & Implementation
* Operations Management
* Staff Training
* Cross Functional Team Coordination
* Team Leadership
* Hard working
* Trustworthy
* Dependable
* **Experience:** Over 9 years of demonstrated career success developing my chosen career from my humble beginning as a room attendant
* **Expertise:** Expertise in housekeeping & cleaning requirements as well as operations and accordingly suggesting solutions
* **Exposure:** Well versed in a fast paced operations and beating the deadline at all times
* **Effectiveness:** Seasoned executive who excels at managing and training cleaning staff, collaborating with other departments for a well-organized working structure
* **Leadership:** Visionary leader with excellent organization, communication, presentation and interpersonal skills, capable of resolving multiple & complex issues and motivating staff to peak performance.

**Professional Experience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SCHOOL OF RESEARCH SCIENCE**

**CLEANING OPERATIONS IN-CHARGE**

**UAE - Sept 2014 to Present**

**The School of Research Science (SRS)** was established in 1998, SRS is committed to enquiry based learning.  Most visitors to SRS comment on the feeling of well-being; that the children seem very happy and also remark on the friendliness and helpfulness of the staff.

**Key Responsibilities:**

* Coordinate, direct and monitor the cleaning operatives in their daily duties.
* Regular visits to buildings across our site to monitor standards of cleanliness, to establish and implement ways to improve and meet the evolving domestic needs of the school.
* Plan and deliver schedules for more specific needs such as a deep clean timetable fully utilizing quieter periods, and provision for special events such as student functions.
* Recruit (regular interview and selection processes supported by HR), induct and train new staff in accordance with school processes relating to child protection and safeguarding, and equality requirements for this diverse department largely resourced by common workers on early morning or day-time or evening shifts.
* Provide training to new staff in relation to expected standards and quality of general cleaning, Health and Safety requirements, particularly regarding the operation equipment, manual handling, etc.
* Set and monitor appropriate performance objectives and standards for staff, conducting probation review and appraisals and dealing with staff discipline issues appropriately, through timely interviews and investigation, referring to HR Manager for support.
* Obtain and use a good working knowledge of the department’s time and attendance system in order to monitor this for all Cleaning staff and to ensure that overtime is properly log-in and correctly meeting the payroll deadlines
* Monitor and manage staff absence and turnover, ensuring flexible cover can be arranged at short notice, and promoting good staff attendance at all times through appropriate absence management techniques including return-to- work meetings and appropriate interviewing and investigation of absence issues.
* Maintain supplies of cleaning materials, equipment and cleaning chemicals, keeping check of what will be required and placing orders to maintain stock levels.
* In liaison with others including the Purchasing Manager and suppliers, test new products and equipment and obtain best value on purchases.
* Ensure facilities such as toilets and washrooms are cleaned and checked on a regular basis so that they are maintained to a high standard and equipped with appropriate toiletries and sanitary products.
* Coordinate with the Engineering or Maintenance Department reporting any defects in a timely manner and advising on adopting building materials which will benefit the cleaning procedures.
* Oversee the servicing and maintenance of cleaning equipment dusters and mop heads, arranging for replacements as needed.
* Manage, and seek out improved solutions for, any domestic services needs thatmay arise, such as dry cleaning, or carpet and window cleaning.
* Understand the needs of, and build excellent relationships with School personnel including teaching staff, Heads of School and administrative staff, promoting an attractive School and good reputation of the Cleaning Department.
* Maintain awareness of, and work within, budgets for staff and equipment.
* Communicate with staff at all levels appropriately, including having team briefings and passing on information and news to all the cleaning staff verbally, in person, on the telephone, and with memos or posters; and in writing or by email to other School departments. Take and keep appropriate notes of discussions, meetings and actions, in order to be able to review progress.
* In liaison with the HR Manager, ensure that all cleaning staff understand and follow security procedures, locking up when work is completed and reporting any breaches of security.
* Availability and flexibility with regards to observing and managing operations in the SRS if needed.

**BURJ AL ARAB**

**HOUSEKEEPING TEAM LEADER (TRAINEE)**

**UAE - Sept 18, 2011 to Sept 2014**

**Burj Al Arab** has been called "The world's only 7 star Hotel”. It rises out of its own man-made island 280 meters from the Jumeirah coast. Visible from almost everywhere in the city, it is the icon of Dubai.

**Key Responsibilities:**

* To ensure a smooth and efficient operation of the department, ensuring maximum guest satisfaction.
* Under the general guidance of the Executive Housekeeper to be responsible to schedule, assign, supervise and assist in the up keeping of all Housekeeping operations on the floors or areas assigned to him/her.
* To allocate daily work and any special assignment to the Staff. Check the daily occupancy according to maids report.
* To check regularly the progress of each assignment and to assist if necessary so as to make sure that all assignments are completed as scheduled for each shift.
* Ensures any special request by guests is carried out and delivered on time exceeding guest expectations wherever possible.
* Issues keys and supplies to room attendants upon commencement of the shift.
* Inspect all check out rooms before reporting them clean.
* To organize special and irregular cleaning tasks. To plan and schedule work under the direction of the Assistant Housekeeper / Executive Housekeeper.
* To maintain all machines and utensils in good condition and working order.
* Ensure all guest supplies are correctly set up according to the standards pre-set standards.
* Spot check the cleaning of occupied rooms.
* Complete trouble reports or maintenance orders for required work to be carried out in guest rooms, floor corridors or public areas.
* Ensure new employee, re-training and corrective training is carried out and advise the Assistant Executive Housekeeper or Executive Housekeeper if performance is not satisfactory.

**Earlier Assignments\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- |
| Organization | Designation | Duration |
| Lotus Down Town Metro Hotel, UAE | Housekeeping Supervisor | Dec 2008 to Sept 2011 |
| The Leela Palace Kempenski, India | Room Attendant | Oct 2007 to Dec 2008 |
| Coconut Lagoon, Kerela | Sales Executive | April 2007 to Sept 2007 |
| Abad Whispering Palms | Sales Executive (Trainee) | Oct 2006 to April 2007 |

**Academics\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Education**

* **Diploma in Hotel Accommodation Operations,** Food Craft Institute, India (2006)
* **H.S.C,** SNGM Secondary School**,** India (2004)

**Personal Dossier\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Father’s Name :** Ebrahim
* **Date of Birth :** 05th July 1986
* **Address :** United Arab Emirates
* **Nationality :** Indian
* **Marital Status :** Single
* ****
* **Gulfjobseeker.com CV No: 1461360**