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**OBJECTIVE**

Looking for suitable opportunity to lead a team of housekeeping professionals, where I can explore my skill sets and bring them to effective use for achieving the organizational objectives by providing the clients and customers with professional and efficient service.

**CAREER SUMMARY**

I am an adept housekeeping professional with 4years of industry experience. I have worked with reputed hotels and organizations and provided the best of professional housekeeping services, in order to maintain the surroundings in a clean, hygienic, and attractive manner for pleasant customer experience. Imbibed by experience, my core competencies include:

* Room making (3 rooms in 8 minutes)
* Flower arrangements
* In-depth knowledge of various housekeeping equipment and products
* Knowledge and expertise over laundry operations
* Familiar with the latest industrial trends

**SKILLS**

Professional

* Highly organized and detail-oriented.
* Resolving problems using good judgment.
* Can work well in stressful, high pressure situations.
* Superb manual dexterity and able to operate all necessary equipment.
* Ability to make progress on multiple assignments under time constraints.

Personal

* Physically fit and able to frequently bend or squat while completing duties.
* Always having a professional appearance and attitude.
* Computer literate.
* Excellent communication, Interpersonal and people management skills
* Integrity, transparent and honest

**EDUCATIONAL BACKGROUND**

O-level Certificate (Senior Secondary School Certificate) 2005

Diploma in Computer Appreciation & Desktop Publishing 2007

**TRAINING**

* **Shang Care I-IV**, **(Recover to gain Loyalty)** 2014
* Fire & Life Safety, Shangri-la Hotel Abu Dhabi, 2014
* First Aid Training and Automated External Defibrillator (A**ED)** 2015

Handling Certificate

* Supex

**EXPERIENCE**

* Housekeeping Supervisor 2015 Till Date
* Housekeeping( Floor Runner) Shangri-la Hotel 2013 – 2015
* House Keeping (Room Attendant), Protea Hotel and Suites

Lagos, 2011 -2013

**HOUSE KEEPING, SHANGRI-LA HOTEL Abu Dhabi. (Supervisor)**

* Inspect level of cleanliness and report issues to the Manager
* Assist in scheduling of staffs according to the projected staffing requirement
* Respond to guests’ request and complaints
* Report needed repairs to the maintenance staff
* Oversee housekeeping staff to maintain cleanliness of individual rooms and other areas
* Coordinate supplies of linen etc in order to maintain sufficiency
* Report lost and found articles
* Maintain linen carts and supplies as necessary

**HOUSE KEEPING, SHANGRI-LA HOTEL ABU DHABI.(FLOOR RUNNER AND GUEST REQUEST ATTENDANT)**

* + Deliver excellent customer service, at all times
* Maintain high standards of cleanliness and presentation in all back-of-house areas and customer areas
* Service all bedrooms and corridors, in line with company policy
* Create and work to daily job lists from the room status list, arrivals and departures list
* Keep up to date with current promotions and hotel pricing, to provide information to guests, on request, while maximizing bedroom sales opportunities
* Maintain the stocking levels of all point-of-sales and consumables
* Report any maintenance issues immediately to line manager, including all furniture, fittings and equipment
* Complete all periodical tasks, such as flipping mattresses, cleaning curtains and dusting lamp shades
* Store all soiled and clean laundry in line with company policy and complete the required documentation
* Fulfill all reasonable requests from guests, to ensure their comfort, satisfaction and safety.

**PERSONAL DETAILS**

Date of birth: 25th May, 1988

Sex: Male

Language: English and African