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**OBJECTIVE:**

To capitalize on my creativity & pursue a prosperous career in an organization with a competitive environment, which offers a challenging position, growth opportunity and excellent working conditions.

I have been in Hotel Management for the last four years performing efficiently and dedicatedly in Guest Services, which encompasses handling of all the concerns related to Guest queries.

**PROFESSIONAL EXPERIENCE:**

**Madinat Jumeirah The Arabian Resort Dubai:**

**(March 01, 2015 Till Now)**

* Working as Housekeeping **Team Leader** in Madinat Jumeirah the Worlds Famous Luxurious Resort by Jumeirah Group.

**Job Descriptions:**

* Report for duty punctually wearing the correct uniform and name badge at all time.
* Provides courteous and professional service at all times.
* Liaises and cooperate with front office to ensure all areas are ready as per the needs of the department.
* Liaises with banqueting and the food and beverage department in order to ensure all areas are ready as per the needs of the department.
* Is constantly aware of the room status to obtain maximum vacant rooms for sale.
* Liaise and cooperate with the engineering department for all maintenance repairs to be done in the various areas.
* Completes daily checks of all guest rooms on allocated section and report discrepancies found.
* Checks VIP rooms prior to guest arrival and thereafter daily to ensure that the standard is maintained for the duration of the guest stay.
* Ensures that pantries are properly stocked with linen, guest supplies, cleaning supplies according to the established par stock.
* Ensures all deep cleaning programmes are carried out as per set schedules.
* Ensures that plants and flowers are looking fresh and in good condition and to inform the florist of any touch ups that need to be done.
* Understands and adheres to all fire safety procedures.
* Carries out other duties assigns by the Executive Housekeeper/ Housekeeping Manager.
* Is aware of the company’s Quality Policy, Vision, Mission Statement, Guiding Principles and Hallmarks and ensures that these are put into practice in our daily work activities.
* Communicate new or amended procedures to relevant departments/ colleagues in a timely manner, ensuring they have been understood.
* Control department forms and records according to the Jumeirah standards for Document Control.
* To train and coach all housekeeping attendants according to the monthly training plan set-up by the departmental trainer.
* Assists in all inventories, which are conducted on a monthly or quarterly basis.
* Allocates room to housekeeping attendants according to the system implemented in the Hotel.
* Ensures that a complete handover is done at the end of every shift, logging any relevant information or requests.

**Moscow Hotel:**

**( Oct 23, 2014 to Feb 25, 2015 )**

* Worked as Housekeeping **Team Leader** in Moscow Hotel Dubai by Byblos Group Of Hospitality. It’s a 4\* 160 rooms Botique Hotel with 4 outlets.
* I have strong knowledge to work on software and preparing all types of housekeeping reports, Such as Daily Room Attendant Report, Assets, Linen, Amenities Inventories Reports, deep cleaning and special cleaning programs.

**Captol Hotel:**

**( Nov 28, 2013 to Oct 10, 2014 )**

* Worked as Housekeeping **Team Leader** in Capitol Hotel Dubai by Byblos Group Of Hospitality. It’s a 4\* 175 rooms Hotel with 3 outlets and 2 bars.

**Hotel Royal York:**

**( Feb 5, 2011 to Sep 8, 2013 )**

* 2 year Worked as **Guest Realtion Officer** Hotel Royal Yorke. It’s a 4\* Boutique Hotel with 3 dinning restaurant and 2 banquet halls.

**Critical Success Function Duties Customer service:**

* Monitor arrivals and expected bookings.
* Warmly greet and welcome guests, by name if possible, upon arrival.
* Register and check-in guests in prompt, efficient and friendly manner.
* Clearly explain room key, location and direction of the room to guests.
* Minimise disruptions for guests if rooms are not ready.
* Ensure all special needs of guests have been organized.
* Provide vehicle valet service if offered and within driving license restrictions.
* Ensure the reception and guest areas are well stocked with stationery and

presentation information.

* Provide luggage collection and storage for guests.
* Provide up to date and valid information on regional tourism attractions in the area.
* Take messages for guests ensuring messages are delivered or forwarded promptly.
* Take ownership of any guest complaint and use techniques to ensure the guest is satisfy.
* Review the departure report and act on any guests that have not checked out.
* Follow departmental policies in relation to extensions, no shows and room changes.
* Checkout guests in s friendly and efficient manner.
* Retrieve room key.

**Award & Recognaiton:**

* 1st March 2015 I joined Madinat Jumeirah as Housekeeping Team Leader after 3 Month my Department Recognize my performance and Awarded me **Star Of The Month** Certificate.
* During my eight month work in Madinat Jumeirah I received various guest comments letters and feedback about my professionally handle the guest request and care about their preferences.
* I have Lobster Ink Certificate. It’s a online video programme about International Hotel Standard.
* I had attended several kind of trainings such as, Green Globe, Health & safety, Be the talent, Be the solution which increase my knowledge.

**EDUCATION QUALIFICATION:**

2007-2007 **Board of Intermediate and Secondary Education Lahore.**

Matriculation (Arts)

2007-2009 **Govt.M.A.O College Lahore.**

Intermediate (I.COM)

**Edge College of Computer Science:**

Diploma in Computer Applications

* Microsoft Windows 98/ME/2000/XP
* Microsoft Office 95/97/2000/XP/2003
* Internet Email handling and Web Browsing.

**Hobbies:**

* Reading Magazines and other knowledgeable books.
* Watching Movies and listening music
* Surfing the Internet
* Playing cricket

**Personal Information:**

Date of Birth : 07thOct, 1987

Marital Status : Single

**Languages:**

* English, Urdu and Hindi and also learning Arabic Language