

**RESUME**

**MANU**

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**Career 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 services.

**Career Summary**

An adept housekeeping professional with 6 years 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:

* Good leadership skills
* Excellent guest service & communication skills
* Knowledge about flower arrangement
* Room making
* In-depth knowledge of various housekeeping equipment and products
* Knowledge and expertise over laundry operations
* Familiar with the latest industrial trends
* Computer knowledge (MS office)

**Professional Experience**

1. **Housekeeping Floor Supervisor**

March 2011- till Date

One and Only Royal Mirage Hotel, Jumeira Beach

Dubai, (WINNER OF THE BEST FIVE STAR RESORT MIDDLE EAST)

467 rooms 5 star deluxe hotel with 9 dining outlets and banqueting up to 1000 guest.

**Duties and Responsibilities**

* Responsible for supervising the daily routine of housekeeping staff and for ensuring that guest rooms are always kept clean
* Assign duties to the employees
* Ensuring that rooms and bathrooms are cleaned on a daily basis
* Issue cleaning equipment and supplies to the staff for respective duties
* Confirm with the front office for special guest requests such as flower arrangement in the room, etc.
* Ensure that arrival rooms are made ready on time
* Make sure that the check out rooms are cleaned and handed over to the front office on time
* Update the system with real time status of room occupancy and the cleaning status
* Ensure that the public areas are regularly cleaned, especially during events or functions
* Prepare shift closure report
* Give and take proper handover at the end and beginning of the shift
* Coordinate with the housekeeping manager for conducting the performance appraisal
* Analyze the staff performance for developing training plans
* Train new employees for adapting to the hotel SOPs (Standard Operating Procedures)

1. **House Keeping Attendant**

Jan 2010 to 30th Nov 2010

Leela Palace kempinski, Bangalore & New Delhi

**Duties and Responsibilities**

* Respond quickly to requests from guests and other departments
* Dust, buff, and get rid of marks from walls and furnishings
* Empty trash, dirty linen, and room service items
* Ensure that all appliances are present in the room and in functioning order
* Fill cart with supplies and carry cart to assigned area
* Straighten desk items, furnishings, and appliances
* Vacuum carpets and carry out floor care duties
* Restore guest amenities and supplies in rooms
* Replace unclean linens and terry with clean items

**Academic Qualification**

**B.sc (HMCTT) ( 2007-2009)**

B.sc degree in Hotel Management, catering Technology and Tourism, Punjab Technical University, Jalandhar, India

**Personal data**

Date of birth : 14/06/1986

Nationality : Indian

Languages known:

English, Hindi & Malayalam

Hobbies:

Cricket, singing & hearing music

**Declaration**

I hereby declare that the above furnished information is true and correct to the best of my knowledge. I also understood that I will be disqualified if any of the information is found to be wrong.

Place: Dubai

Date: 31/10/2016