### Description: F:\AH 21321.jpgGanba

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**Career Objective**

Following relocation to Dubai, I am looking to secure a challenging and rewarding new hospitality role, where I can make best use of the skills, knowledge and experience I have gained to date.

**Profile**

An extremely hard working, highly self-motivated and enthusiastic Housekeeping Supervisor with extensive experience gained in delivering an exceptional customer service and in the maintenance of high quality cleanliness in line with hotel standards. As a capable leader, can motivate and empower individuals to achieve their own potential and to make a significant contribution to the full delivery of common goals. Possesses excellent time management, organization, planning and interpersonal skills, using communicative abilities to build, develop and maintain beneficial relationships with individuals from a variety of backgrounds and cultures. Works well under pressure and remains calm in a challenging fast-paced working environment.

**Educational Qualification**

* School leaving certificate (S.L.C) Passed from center board of Nepal government.

 **Achievements**

* Self-checker
* Completed housekeeping supervisor training
* Completed the firefighting training
* Cleanliness and Hygiene.
* Colleagues performance Review
* TTT (Train The Trainer)
* MDP1 (Management Development Program)
* Johnson diversey chemical training
* ECOLAB chemical training
* Pre-opening experience

**Computer Literacy**

* Triton & Triton Housekeeping
* Opera version-5 (PMS).
* MS Office (Word, Excel and Power Point)
* ONQ Insider
* Hotsos

**Career Summary: Work Experience**

**DoubleTree By Hilton Hotel JBR (Pre-Opening Team)**

**1st May 2014 Present**

**Designation: Housekeeping Floor Supervisor**

* Achieving all quality standards in product, service and hygiene of whole hotel.
* Control the issue and usage of guest amenities cleaning chemical, cleaning material and equipment’s as well as linen ensure that there is no misuse.
* Liaise and cooperate with engineering department for all maintenances repairs to be done in the various areas.
* Completes daily checks of all the 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’s stay.
* Ensure that pantries are properly stocked with linen, guest supplies, cleaning supplies according to the established par stock.
* Ensure all deep cleaning programs are carried out as per set schedules.
* Understands and adhere to all fire safety procedure.
* Is aware of company’s quality policy, vision, mission statement, and ensuring that these are put into practice in our daily work activities.
* Assists all inventories, which are conducted on a monthly or quarterly basis.
* Responsible for Cleanliness of Guestrooms, villas and Public Areas
* Work closely with Room Attendants and casual staff in Public Areas
* Responsible for supplies for Guestrooms’ amenities on daily basis
* Responsible for all hotel rooms, apartments and residences in the hotel
* Daily reports to Executive Housekeeper for all issues and assignments for the day, Including VIP arrivals
* Gives trainings to Housekeeping Staff on a daily basis.
* Does other duties assigned by the Executive Housekeeper.

**Career Summary Work Experience**

**10th Dec 2012 to 30th April 2013**

**Kempinski Hotel & Residences palm Jumeirah, Dubai**

**Designation: Team Leader**

* Responsible for Cleanliness of Guestrooms, villas and Public Areas
* Work closely with Room Attendants and casual staff in Public Areas
* Responsible for supplies for Guestrooms’ amenities on daily basis
* Responsible for all hotel rooms, apartments and residences in the hotel
* Reports all maintenance issues to Engineering Department and following up

 Promptly

* Daily reports to Executive Housekeeper for all issues and assignments for the day,

Including VIP arrivals

* Gives trainings to Housekeeping Staff on a daily basis.
* Does other duties assigned by the Executive Housekeeper.

**Work Experience**

**Rixos Hotel the Palm Dubai 22nd May 2011 – 9th Dec 2012**

**Designation: Room Attendant**

* Ensured to stock all carts daily with cleaning supplies, amenities and linens, and transport to assigned guest room and positions securely.
* Administered to clean assigned quota of rooms according to standards; and ensured to utilize appropriate cleaning chemicals for designated surfaces.
* Followed specific procedures to handle and remove soiled linens and trash safely and appropriately.
* Reported all “refused services” and “privacy” requests to supervisor and ensured to replace all guest amenities as needed.
* Communicate needs with housemen and supervisors regularly and recorded accurate room status on assignment daily.
* Performed duties with attention to detail, speed, accuracy, follow through, courtesy, co-operation, and work with minimal supervision.
* Responsible for the cleanliness and maintaining overall appearance of guest rooms.
* Sweeping and vacuuming floors and carpets.
* Brushing, dusting, vacuuming, and polishing furniture.
* Cleaning tubs, showers, sinks and bathroom items.
* Replenishing guest amenities and supplies.
* Reporting maintenance problems, lost and found articles, or special room problems (e.g. pets in the room) to a supervisor

**Work Experience**

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| --- | --- | --- |
|  **Employer** |  **Designation** |  **Duration**  |
| **Hyatt Regency (Kathmandu, Nepal)** | **Room Attendant** | **05th Feb 2006 to 20th Aug 2007** |
| **Ramada Chelsea Hotel Dubai** | **Room Attendant** | **17th May 2010 to 19th May 2011** |
| **Bonnington Jumierah Lakes Tower Hotel** | **Room Attendant** | **22nd May 2011 – 9th Dec 2012** |
| **Rixos Hotel the Palm Dubai**  | **Room Attendant +Acting supervisor**  | **15th Dec 2012 5th Nov, – 2013** |
| **Kempinski Hotel & Residences palm Jumeirah,**  | **Housekeeping Team Leader**  | **10th December 2013 to April 2014** |
|  | **Housekeeping Floor Supervisor** | **1st May 2014 Present** |

* **Main duties as above**

**Personal Profile**

Date of Birth **:** 6th August. 1986

Sex : Male

Nationality **:** Nepali

Marital Status **:** Married

Language Known **:** English, Hindi, Nepali

Place of Birth **:** Nepal

**Declaration**

I hereby declare that the above mentioned details are true and correct to the best of my knowledge and belief.