**SEBESTIAN SYLVESTER FERNANDES – CV No. 1990296**

**Working Experiences:**

**Housekeeping Supervisor**

December 05,2014 - January 05, 2016

* Responsible for the performance of floor boys.
* Supervise Room Attendants
* Organises and facilitates the room making process.
* Daily allocation of rooms and deep cleaning tasks to team members.
* Responsible for the cleanliness of guest rooms, corridors and heart of the house area of the floor.
* Checks the occupied and departure rooms, giving special attention to guest needs.
* Ensures that the entire operation is performed as per the laid down standards.
* To organise immediately the guest needs under intimation to EHK/Executive.
* Manage guest requests, including VIP amenities and communicating them to the relevant team members
* Routine inspection of guest bedrooms to ensure they meet standards.
* Aware of all room categories and amenities.
* Achieve positive outcomes from guest queries in a timely and efficient manner
* Carry out lost and found procedures.
* Report maintenance issues to Maintenance/Engineering Department.
* Assist Housekeeping Manager with training requirements.
* Represent the needs of the team to others in the hotel.
* Comply with hotel security, fire regulations and all health and safety legislation.
* Assist other departments wherever necessary and maintain good working relationships.

**Housekeeping Floor Supervisor**

Crowne Plaza Hotel

Sheikh Zayed Road, Dubai

December 03, 1993 - May 11, 2014

* Report any damage or problems with the guest room and room equipment using a Maintenance work order and routing the work order to the Maintenance department.
* Communicate to the Front Desk all vacant and clean rooms, the completion of guest requests, and room status discrepancies.
* Close the Housekeeping office at the end of the shift such as: collecting all Lost & Found items, entering the information in the Lost & Found Log, and securing the items in a locked cabinet.
* Collecting the room cleaners’ assignment sheets and confirming the room status; confirming the work schedule with the room cleaners for the following day.
* Answer the Housekeeping department’s telephone using friendly and proper telephone techniques..
* Interact with the hotel’s guests in a friendly, positive manner as a solution to their needs and a solution to any of their problems.
* Prepare inspection report with the status of all guest rooms at the beginning of the shift. This includes all guest requests, out of order rooms, and show rooms for the day.
* Inspect all guest check-out rooms for cleanliness, appropriate guest amenities, and the correct working condition of all guest room equipment.
* Report any substandard conditions of the guest room to the Housekeeping department.
* Housekeeping report of all the hotel’s guest room status for the Front Desk at the end of the shift; filing all daily report forms in the file cabinet; securing the Housekeeping office and locking the door when departing for the day.
* Giving the I- clean training for the new room attendants.

**PERSONAL INFORMATION:**

Date of Birth: Sept. 7, 1962

Nationality: Indian

Religion: Roman Catholic

Languages: English, Hindi, Marathi, Konkani

Education: S.S.C. passed

 **SEBESTIAN S. FERNANDES**

 **Applicant**

|  |
| --- |
| **SEBESTIAN SYLVESTER FERNANDES – CV No. 19**To arrange interview with me, please send your company name, vacancy and salary details to my HR Consultant cvcontacts@gulfjobseekers.com Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |