

Contact HR Consultant for CV No: 333258

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# OBJECTIVE

Utilize my strengths in the areas of supervising, problem-solving, staff training, staff motivation and  
decision making in the areas of facilities and hospitality management and by making this a part of my  
personal contributions to the successes in the field of Hospitality/Facilities Management.

# skills

## Professional Skills

* Knowledgeable in office equipment such as computer, scanner, copier
* Well-organized and efficient.
* Self-motivated, assertive and can quickly learn new procedures and methods.
* Professional demeanor.
* Dependable – can work without supervision; able to follow directions, both oral and written.
* Able to work under pressure and meet deadlines.

## Interpersonal and Teamwork Skills

* Work well with a diverse group of people.
* Honest, friendly, excellent communication skills.
* Demonstrated accuracy, and attention to detail.
* Work well in a team environment.
* Committed to assisting others.

## Computer Skills

* Above average skills in MS Office suite including Word, Excel, Power Point, Outlook, Open Office, Thunderbird and Firefox. .
* Able to learn new software applications with ease.

# EMPLOYMENT

**ZONE MANAGER**: Royal Palace Jeddah and King Abdullah University of Science and Technology 2010 to September 2016

Saudi Oger Saudi Arabia

Responsible for the general upkeep and maintenance of the palace buildings to meet needs of the cleanliness and safety standards

Supervising and coordinating work of the palace cleaning staff

Directing, coordinating and planning essential services such as maintenance, cleaning, waste disposal and recycling

Checking that agreed work by staff has been completed satisfactorily and following up on any deficiencies

Decision making within the ambit of departmental policy and procedures on operational issues relating to the functions of the housekeeping staff

Train new and existing housekeeping staff

Responsible for staff scheduling, planning, and duty rosters

Investigate complaints and recommend corrective actions as necessary to resolve complaints

**OPERATION MANAGER** January 2009 to December 2010

Cleanco Dubai Dubai, United Arab Emirates

Improve the operational systems, processes, and policies in support of organizations mission specifically, support better management reporting, information flow and management,   
business process and organizational planning.

Supervise and co-ordinate the operations of the housekeeping staff related to personnel performance and productivity

Manage and increase the effectiveness and efficiency of Support Services through improvements to each function as well as coordination and communication between support  
and business functions.

Supervise, coach and counsel Housekeeping workers and team members to increase productivity

Investigate complaints and recommend corrective actions as necessary to resolve complaints

Responsible for staff scheduling, planning, and duty rosters

**EXECUTIVE HOUSEKEEPER** 2006 to 2008

Sofitel Egypt

Responsible for the daily operation of the Housekeeping Division

Maintain all hotel guestrooms and public areas by ensuring the highest standards of cleanliness

Supervise training of all housekeeping team members to ensure successful operation

Supervise and coordinate the housekeeping, laundry, guest rooms, public areas and backroom operations

Manage the staff rosters and leave schedules

Establish standards and guidelines to ensure total guest satisfaction and team productivity in  
compliance with SOPs

Manage and control all operation equipment, linen, and uniforms

Supervised the inventory control of work equipment, staff uniforms, and laundry

Supervised the implementation and the training of staff knowledge on Lost and Found, Key Control, Health and Safety, Security, and Emergency Procedures

**EXECUTIVE HOUSEKEEPER** 2004 to 2007

Novotel Sharm E lSheikh Egypt

Responsible for the daily operation of the Housekeeping Division of 400 rooms

Plan and organized action plans for cleanliness of the guest rooms and public areas

Inspect guest rooms and public places within the hotel to ensure cleanliness

Maintain all hotel guestrooms and public areas by ensuring the highest standards of cleanliness

Manage the staff rosters and leave schedules

Supervise training of all housekeeping team members to ensure successful operation

Supervise and coordinate the housekeeping, laundry, guest rooms, public areas and backroom operations

Manage the staff rosters and leave schedules

Establish standards and guidelines to ensure total guest satisfaction and team productivity in  
compliance with SOPs

Measure, interpret and evaluate working standard of the department

Manage and control all operation equipment, linen, and uniforms

Supervised the inventory control of work equipment, staff uniforms, and laundry

**SENIOR SUPERVISOR** 2001 to 2003

Four Seasons Hotel Sharm El Sheikh Egypt

Responsible to maintain the standard of cleanliness in the bedrooms, corridors, function rooms and public areas

Supervise the daily cleaning of assigned rooms, bathrooms, corridors and public areas

Supervise and inspect the duties such as changing of linen, replacing towels, cleaning bathrooms, vacuuming, mopping and dusting on a daily basis

Ensuring the upkeep of vacant rooms

Ensure the collection of guest laundry

Resolve guest problems and complaints and ensure to inform management

Inspect that staff wear clean uniforms and name badges

Reporting of maintenance and health and safety hazards to management

**FLOOR SUPERVISOR** 1998to 2001

Three Pyramids Hotel Cairo, Egypt

Supervising and assist the housekeeps in the cleaning of 100 room on assigned floors

Train staff on the proper usage of chemicals and cleaning supplies

Report and resolve maintenance and housekeeping issues

Make staffing adjustments

# education

Bachelor in Business Administration 1998

References are available upon request

BACHELOR OF BUSINESS MANAGEMENT 2003-2006

Oxford College of Business Management New York, NY

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