

Contact HR Consultant for CV No: 340323

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OBJECTIVE:

I would like a job where I can use my work experience in development, administration and co-ordination especially in the people oriented organization where there is a need to assure broad co-operative efforts through the use of sound planning, strong administration skill of persuasion to achieve the goal.

TARGET JOB:

Desired Job Type: Assistant Executive Housekeeper

Desired Status: Full time

DESCRIPTION OF THE COMPANY:

**It would be one where I could use my experience to its fullest potential. Also a company that encourages new challenges team work and helps provide the support when needed**.

EXPERIENCE:

Assistant Executive Housekeeper /Acting Executive housekeeper 01/08/2013-Till date

* Shanti Maurice is a boutique lifestyle resort with an award-winning spa located around a pristine horseshoe coral sand cove, on the largely untouched south coast of Mauritius near the small town of St Felix. Shanti Maurice comprises 61 spacious suites and villas, spread across a 36 acre landscape of fragrant tropical gardens. All 17 villas – including the Presidential villa – are located on the beachfront overlooking the Indian Ocean, and have a private pool, outdoor rain shower and dining pavilion. Design is a contemporary yet timeless blend of Mauritian and African culture and style. The resort welcomes couples and families, and offers a Kids Club and Kids Activities Program, with recreational pursuits such as non-motorized water sports, tennis, and arts & crafts including shell painting, clay modeling and ‘treasure hunts’.

CONSTANCE EPHELIA RESORT SEYCHELLES:

(Pre-opening Team Member)

Cluster Manager 10/2009-11/2012

Situated on two of the most beautiful beaches on the island of Mahé,

Overlooking the marine national park of Port Launay, Constance Ephelia Resort enjoys a unique location set within 120 hectares of land with luxuriant and rare vegetation.

RESPONSIBILITIES:

Supervise, train & inspect the performance of assigned all housekeeping staff ensuring that all procedures are completed to the hotel’s standards. Assist where necessary to ensure the optimum service to guests. Responsible to record and maintain the adequate stock levels, place orders at required time, ensure professional stock levels & monitor the usage and wastage consistently.

Establish the effective communication in the housekeeping with the rest of the hotel and led the Team of 45

ACHIVEMENTS:

- Conducting the Training and interviewing the new staff.

- Assist the Manager with staff appraisals.

- Maintaining an effective and motivated professional team.

- Successfully monitored the execution of planning and implementation for housing housekeeping team

**Executive Housekeeper (Reporting to GM) 11/2008-5/2009**

Ambre Hotel -Apavou Group \*\*\*\*

Ambre hotel is the one out of five hotels of Apavou Properties with 298 rooms (140 standard, 112 privilege, 26 family, 6 suites and 14 family suites rooms ) resting on the border of the most beautiful beaches of white sand.

F&B: L’ Etoile des Indes ( main restaurant with 280 covers) , Les Filaos (International Cuisine, 60 covers) Les Alizes (facing the lagoon, grilled and Mauritian cuisine ,120 covers ) and La Mare Monti (Mediterranean cuisine, 60 covers) and 3 bars.

OTHER SERVICES: Health and beauty center “Dolphin Spa”, fitness center, mini club, mini golf club, jogging track, 2 floodlit tennis courts, 1 discotheque, 16 slot machines, billiard room, 1 natural beach, 1 swimming pool, 3 shops, infirmary, baby- sitters, internet, fax, booking of excursions and car rental.

RESPONSIBILITIES:

Responsible for smooth running of department as per hotel standard

ACHIVEMENTS:

-Maintained full responsibility for developing and driving plans and courses of action for the department.

-Developed a cost saving infrastructure through training and strategic advising.

-Represented the hotel in Room Division Manager meetings of the group.

-Improved employee retention by 25%.

-Organized trainings for staff and led the team of 65 successfully.

**Assistant Executive Housekeeper 8/2002-8/2008**

(Reporting to GM/Executive Housekeeper)

Sainte Anne Resort and Spa Seychelles \*\*\*\*\*

Website: [www.sainteanne\_resort.com](http://www.sainteanne_resort.com)

Sainte Anne Resort and spa is the only international hotel out of 9 Beachcomber Properties with 79 Providence, 3Bell Air, 4 Bell View & 1 Royal Villa with three bedrooms.

F&B: L’abondance (main restaurant overlooking the beach and swimming pool with120convers), Le Mont Fleuri (Italiano cuisine, 60 covers) Le Sansui Bar.

SHUTTLE SERVICE: Free boat shuttle service, private boat transfer, free electric cart service.

OTHER SERVICES: Spa by Clarins, Fitness Centre, Boutique-infirmary, laundry, boat Excursion car hire, business center, 2 Tennis Courts, mountain bikes & Water sports, Departure lounge with showers and dressing Rooms, wireless Internet connection Conference room (30seats) and helipad for Helicopter transfer and private excursions

RESPONSIBILITIES:

Supervise, train & inspect the performance of assigned all housekeeping staff ensuring that all procedures are completed to the hotel’s standards. Assist where necessary to ensure the optimum service to guests. Responsible to record and maintain the adequate stock levels, place orders at required times, ensure professional stock levels & monitor the usage and wastage consistently and to ensure the effective communication in the housekeeping in line with the hotel. Led the Team of 45

**ACHIVEMENTS:**

- Promoted as Assistant Executive housekeeper from Supervisor

- Conducting the Training and interviewing the new staff.

- Assist the Manager with staff appraisals.

- Maintaining an effective and motivated professional team.

- Proactive part of the management team. Plays the role of Duty manager of hotel

- Controlled the department successfully in absence of housekeeping manager for

4 month.

**Villa Supervisor (Reporting to HK Manager) 2/2002-7/2002**

Banyan Tree Seychelles \*\*\*\*\*

One of the leading Hotels of Banyan Tree Group with 67 villas.

RESPONSIBILITIES:

- To manage the day to day operation of the housekeeping

- To ensure all the rooms are maintained & that exceptional hygiene standard are met.

- To consistently monitor and ensure the cost control and quality service

- To communicate with the Housekeeping Manager for any Dep’t issue.

- To assist with all the administrative matter relating to Housekeeping.

- To look after the duty roster, product requirements, training planning.

ACHIEVEMENTS:

Worked for 4 months’ time and the work were been appreciated by company and the hotel guests too.

**Supervisor**  **1/2000-1/2002**

Lemuria Resort Praslin Seychelles \*\*\*\*\*

Worked with a property of 90 villas, with the team of 45 staff in housekeeping. Responsible for monitoring their work and proper functioning with a smooth coordination between different nationality people (Indian, South African, Russian, Arabic, Mauritian, Philippines, Seychellois and Srilankans)

ACHIEVEMENT:

Trained in management skills and leadership organized by Lemuria Resort.

**Room Boy & Acting Supervisor 1989/2000**

Royal Palm Mauritius (One of the leading hotel of world) \*\*\*\*\*

One of the best hotel of BEACHCOMBER in Mauritius with 87 rooms. Started my career in hotel industry as a room boy in Royal Palm. A wonderful learning experience and foundation for the future in hotel industry.

ACHIEVEMENTS:

- Acting Supervisor

-Attended various training program like guest handling, complain handling,

Phone handling, leadership, guest contacts etc.

**1983-1988**

Self-employment and also worked in some small hotels as waiter and kitchen as well.

PROFESSIONAL QUALIFICATIONS:

-Training on basic procedures from Beach Comber Academy by Mrs. Brigitte

Pendelliau.

-Supervisory skill training by Mr. Marc Marivel (Constance Academy)

-Personal grooming and a Self-Management by Mrs. Marie-Claude Longley.

-Coaching Skills by Mr. Veerle Van Roy (Development Dimensions International)

EDUCATIONAL QUALIFICATIONS:

Cambridge School Certificate from Mauritius in year 1982.

PERSONAL STRENGTHS:

- Enthusiastic and eager to learn new things

- Leadership charisma

-Creative and resourceful

ADDITONAL INFORATION:

Languages: English, French, Creole & Hindi

Interests: Football, Reading, Listening Music and making friends.