

Rex

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# 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.

# Performance Summary

An adept housekeeping professional with **8 years** of industry experience. I have worked with reputed hotels and organizations and provided the best of professional housekeeping services in accordance with hotel policies and procedures.

Effectively recruit, monitor and develop housekeeping team members. Very effective in handling queries and complaints in a professional and resolution-oriented manner.

Achievements

* Employee of the year December 2015 – Oaks Hotels and Resorts, Dubai, UAE
* Well-groomed employee of the month September 2013- Park Regis Kris Kin Hotel, Dubai, UAE
* Best employee of the month June 2011- Pullman Hotels and Resorts, Dubai, UAE.

Educational Qualification

* **ADVANCED DIPLOMA IN HOTEL MANAGEMENT 2005-2008**

KUTTUKARAN INSTITUTE OF HOTEL MANAGEMENT

ERNAKULAM, KERALA

* **VOCATIONAL HIGHER SECONDAY 2003-2005**

BOYS HIGH SCHOOL, CHENGANNUR

GOVERNMENT OF KERALA

* **SSLC 2002-2003**

BOYS HIGH SCHOOL, CHENGANNUR

GOVERNMENT OF KERALA

Experience

**LE MEREDIEN HOTEL-COCHIN, KERALA**

Intern (October, 2005 - March, 2006)
(Mandatory 6 months training as part of curriculum)

**HOTEL HIGHWAY VIEW, MUMBAI**

Intern Fand B services (November, 2006 - March, 2007)
(Mandatory 6 months training as part of curriculum)

**SOPANAM HERITAGE HOTEL, GURUVAYOOR, KERALA 2008-2009**

Worked as a House Keeping Room attendant for 1 year

***DUBAI UAE EXPERIENCE***

1. **THE ADDRESS DOWNTOWN HOTEL DUBAI, UAE 2009-2010**

Worked as a House Keeping room attendant following the ADDRESS standard Operation Procedure

(1 year 6 months)

1. **PULLMAN HOTEL, MALL OF EMIRATES DUBAI , UAE 2010-2011**

 Worked as a House Keeping room attendant following the PULLMAN standard Operation

 Procedure

(1 year 5 months)

1. **RIXOS THE PALM DUBAI, THE PALM JUMEIRAH EAST CRESCENT DUBAI, UAE 2011-2012**

Worked as a House Keeping Supervisor following the RIXOS standard operation Procedure

(1 year)

1. **PAK REGIS KRIS KIN HOTEL, DUBAI, UAE 2012-2014**

Worked as a House Keeping Senior Supervisor

1. years)
2. **OAKS LIWA HEIGHTS HOTELS AND RESORTS , JUMEIRAH LAKE TOWER, DUBAI, UAE**

**2014- TO PRESENT**

Oaks Liwa Heights under The MINOR INTERNATIONAL GROUP is an Australian Based Company.

**SENIOR HOUSE KEEPING SUPERVISOR**

**From 24th November 2014**

**DUTIES AND RESPONSIBILITIES**

* Holding meetings with Housekeeping staff to discuss their job functions.
* Listening to, understanding and clarifying guest concerns. Inspecting the cleaning and servicing of guestrooms and public area.
* Approaching guests in an attentive, friendly, courteous and service-oriented manner.
* Making sure that all Guest Rooms have appropriate supplies and linens in them.
* Maintaining guest confidentiality at all times.
* Ensuring that rooms and bathrooms are cleaned on a daily basis.
* Supervising the disposal of trash and waste.
* Directing housekeeping staff to ensure a high standard of cleanliness in all public areas.
* Maintaining a high standard of personal appearance and grooming.
* Training new housekeeping staff.
* Maintaining an inventory of guest room and housekeeping supplies.
* Complying with all health and safety standards.
* Maintaining key control

**HOUSE KEEPING INCHARGE**

 **From September 2016**

**DUTIES AND RESPONSIBILTIES**

* Preparing House Keeping Budgets
* Managing Employee Records
* Preparing daily schedules and time sheets.
* Ensuring completion of periodic payroll input
* Ordering House Keeping supplies and equipment.
* Inspecting Guest rooms, Lobbies and other guest areas to ensure cleanliness and tidiness.
* Lead and direct housekeeping operations
* Train and develop staff to meet company requirements.

Computer Skills

Advanced proficiency in Microsoft Excel, Outlook Express and Word. Thoroughly trained in hotel management software, and can train employees in same.

Merits

Hard working, Dedicated and responsible

Conformity and Good communication skills

Trainings Attended

* Security Awareness Training Course for the hospitality industry – January 2011
* Body and Soul Training - March 2011
* Handling Guest complaints – March 2011
* Be Close Training – September 2010
* House Keeping Essentials – September 2010

Personal Details

Nationality - Indian

Date of Birth - 31-10-1986

Marital Status - Married

Religion - Christian

Languages Known - English, Hindi, Malayalam, Tamil

UAE Driving License - Yes

Passport Details

Place of issue - Cochin

Date of issue - 22/01/2016

Date of expiry - 21/0/2026

Declaration

I hereby declare that all information given above is correct and true to the best of my knowledge