** JITHIN**

**JITHIN.349006@2freemail.com**

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| **Objective**  |

To further enhance my capabilities and to achieve satisfactory level of professionalism and performance.

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| **Professional****Training/Experience** |

**April 1st 2015 to Present** Khalidiya Palace Rayhaan by Rotana Abu Dhabi, UAE

**Housekeeping Supervisor**

● Prepare housekeeping attendants job assignments.

● Issue keys and supplies to room attendants and house attendants.

●Takes note of VIPs, Do Not Disturb, sleep out, double-lock rooms and takes appropriate action.

● Attend daily meetings and receives special instructions.

● Receive check-outs before reporting them as ready for sale.

● Receive special requests from guests and carries them out

● Attend to guest complaints

●Inspect areas cleaned using checklist to see that cleaning is adequate and supplies in room are as per standard, and need for immediate repairs are reported.

●Make maintenance report for room or item in need of repair and follows-up to ensure work is completed satisfactorily.

● Fill out report and hands over found articles to the lost and found department.

● Supervise cleaning of guest rooms, corridors and stairwells.

● Train and assist room attendants and advises Executive Housekeeper if performance is not satisfactory.

● Supervise special cleaning of rooms.

● Ensure that all housekeeping machines and equipment are properly handled and maintained.

● Evening Housekeeping supervisor supervises turn down service.

**September 1st 2014 to march 2015** Khalidiya Palace Rayhan by Rotana Abu Dhabi

**Housekeeping Head Room Attendant**

**October 20th 2011 to August 30th 2014** Khalidiya Palace Rayhan by Rotana Abu Dhabi

**Housekeeping Attendant**

● Look after the maintenance of cleanliness, orderliness, and sanitation of assigned guestrooms.

● Clean and keep the guest corridors, service pantries and service areas neat and tidy at

all times.

 ● Checks and report any maintenance work required to the Supervisor immediately.

 ● Attend to the needs and additional requests of house guests and greet them in polite

manner at all times.

 ● Report damaged or missing items and suspicious behavior of guest to Supervisor

immediately.

 ● Report and surrender all Lost and Found items to Housekeeping before off duty.

 ● Provides turndown service for all occupied and expected arrival rooms in the evening.

 ● Assist in inventory of guest room supplies and linens.

 ● Performs other duties as maybe assigned by Superior.

**February 2010 to October 2011** THE LEELA KEMPINSKI Kovalam beach, Kerala,

India

**Hotel Operational Trainee**

**●**Supervise and monitor all the staff in the resort.

● Responsible the over-all operation of the resort.

● Sees to it that the area of the resort are well-organize and clean.

● Inspects that the guestrooms are ready to sale to the guests all the time.

● Maintain smooth relationship between management and guests.

● Entertain and assist the guests who visit the resort.

● Sees to it that all activities are properly distributed and carried out to ensure guest

 satisfaction with the accommodation and service.

April 2-September 31, 2009 Taj Malabar ,Cochin, India

**Industrial Training**

April 2-May 29 2008,THE LEELA KEMPINSKI, Bangalore, India

**Industrial Training**

**Education**

**2007-2010** Naipunnya Institute of Hotel Management

**3 year Diploma in Hotel Management and Catering technology**

**Secondary**

**2005-2007** Government vocational higher secondary school, Nandikkara

**Vocational higher secondary board**

**High School**

**2004-2005** St. Antony’s Higher secondary school, Pudukad

**State board of Kerala**

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| **Skills** |

●Proficient in speaking, writing, and understanding English, Hindi, Tamil &Malayalam

●Computer skills, MS office& Opera

● Food and Beverages Services

 ● Hardworking and willing to take challenges

 ●Team work and cooperative

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| **Accomplishments** |

● Academic Excellence (2007-2010)

● With Honors (Elementary and Secondary)

● Received several Awards & Recognition both Academic & Extra-Curricular Activities

● Selected as Star of the Month August 2016in Housekeeping Department

●Trained in reservation, F&B departments

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|  **Seminars/Activities** |

● Managing Your Career

 Khalidiya Palace Rayhan by Rotana

 P.O box 4010, Abu Dhabi, UAE

 ● Connecting You (Advanced Telephone Technique)

 Khalidiya Palace Rayhan by Rotana

 P.O box 4010, Abu Dhabi, UAE

 ● Basic Food Hygiene and Food Safety

 Casino Hotel, Cochin, India

 ● Destination Leadership Programme

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 ● Awarded as a Fire Warden

 Aspire Middle East Training Institute, Abu Dhabi

 ●Certified departmental trainer

 Khalidiya Palace Rayhan by Rotana

 P.O box 4010, Abu Dhabi, UAE

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| **Personal Data** |

Age : 26

Birth date : January 5, 1990

Civil Status : Single

Nationality : Indian

Sex : Male