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 **Curriculum Vitae**

**ANASTACIA**

**ANASTACIA.352394@2freemail.com**

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**Personal Profile:**

* Excellent experience in customer support
* Proactive, dedicated and committed to accomplish company target and personal goal
Has the ability to work under tremendous work pressure
* Meets deadline with ease and efficiency
* Excellent decoration skills
* Capable of handling confidential matters in its high spirit

**Professional Experience:**

***Housekeeping Manager***

Star Metro Deira Hotel Apartment . Present work Nov-2014 to 30th December 2016

AL Muraqabat Plaza Hotel Apartment -June 2011- Nov 2014

Coral Group coral Beach Resort Sharjah 2002 – to 2007

Coral Oriental Dubai Hotel– May 2008 – July 2010

**Responsibilities:**

* Handles day to day housekeeping operation
* Developing budget for the department to ensure that it operates within the establish cost approved by the management.
* Prepares purchase request for all housekeeping guest amenities and chemical supplies
* Schedule monthly pest control in both hotel and staff accommodation
* Conducts staff appraisal according to **WCS** standards
* Conducts Staff training according to **WCS** standard
* Prepares monthly staff training
* Developing plans and standard operating procedure
* Preparing daily reports for the management to have update information regarding previous housekeeping work.
* Prepares daily attendant report and daily staff morning briefing
* Prepares housekeeping daily duty roster
* Assist the monthly inventory with the housekeeping supervisor
* Monitors the movement of all staff uniform and laundry

***Senior Housekeeping Supervisor***

Coral Beach Resort, Sharjah – March 2005 to April 2008

**Responsibilities:**

* In- Charge of the department in the absence of the executive housekeeper.
* Reports to the general manager and attends the daily morning briefing
* Monitors all the housekeeping floor supervisor
* Develops housekeeping department budget and CAPEX
* Prepares daily staff duty roster
* Prepares Monthly staff training and execute it at the same time
* In-Charge in all hotel decoration and flower arrangements
* Ensure that all VIP amenities are in proper order prior to the arrival of the guest.
* Conducts follow up to the staff daily routines
* Actively participates in staff welfare committee, annual staff party and monthly recognition program
* Conducts annual staff appraisal
* Directly working with the chief engineer for all room renovation and repairs
* Consistently making a follow up to hotel suppliers
* Controls the movement of all linens in rooms and F&B department

***Public Area Supervisor***

Coral Beach Resort, Sharjah– 2003 to 2005

**Responsibilities:**

* Overall In-Charge in maintaining the cleanliness of the public area such as: Lobby, Pool Side, Big Lawn, Small Garden, Ball Room, Meeting Rooms, Staff Cafeteria, Staff Locker Room, Back Area and Executive Offices
* In-Charge of Flower Arrangement, Lobby Decorations and Outlet Decorations
* Monitor the cleanliness of all outlets
* Communicates the overall scenario of the façade in the engineering department to be attended by the outsource gardener

***Room Attendant***

Coral Beach Resort, Sharjah– Pre Opening Team 2001

**Responsibilities:**

* In Charge of cleaning 26 rooms per day such as changing the linens, bath towels, replacing the guest amenities
* Reports all damages in the room to the floor supervisor
* Reports all lost in found to the front office and floor supervisor
* In Charge of cleaning the public area and executive offices
* In Charge of preparing the room for VIP Guest

**Languages Spoken:**

Filipino – Mother Tongue

English – Secondary language

**Arabic-Moderate Spoken**

**Computer Skills:**

Knowledge in Microsoft Applications such as Word and Excel

Knowledge in Fidelio system (Hotel Management System)

Knowledge in WCS System (Coral International System)

Knowledge in Fidelio System (Al Muraqabat Plaza Hotel Apartment)

Knowledge in IDS System (Star Metro Deira Management System )

**Personal Data:**

Nationality : Filipino

Marital Status: Married

Visa Status : Tourist visit visa

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**Reference:**

Available upon Request