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**Summary**

Professional Executive Housekeeper, with 15 years of experience in the housekeeping department, strong organizational and multi-tasking skills as well as superior time and resource management capabilities. Dedication to completing tasks on time and surpassing expectations. I obtain a deep Knowledge of chemical handling and OSHA regulations. Able to excel in fast-paced high-pressure environments.

**Highlights**

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| --- | --- |
| * Team leadership * Staff development * Hospitality Management * Operations Management * Customer Service & Client Relations |  |

* Recruitment & Training
* Scheduling
* Budgeting
* Housekeeping Management
* Inventory Management
* HACEP Compliance
* Quality Assurance
* Vendor Relations
* Laundry Management

**Work Experience:**

* **Hurawalhi Island Resort : Maldives**

**Duration: August, 2016 – till dated**

**Position held: Executive Housekeeper**

**Chosen by owners & CEO to move to new island Hurawalhi to do the Pre- opening, Hurawalhi Island same company under Crown & Champa Resorts.**

* Responsible for cleanliness, orderliness and appearance of the entire Hotel.
* Ensure that rooms are made as per company standard.
* Prepare Annual Housekeeping Budget.
* Define, Order & Maintain par stock of guest supplies, cleaning supplies, linen and uniform.
* Organize inventories with Accounts and General Store for linen, uniform and fixed assets.
* Pay particular attention while organizing pest eradication activities.
* Develop and implement Housekeeping systems and procedures
* Prepare reports for management information.
* Assist Purchase department in selecting suppliers for all items related to Housekeeping.
* Plan, control and supervise Horticultural activities.
* Attending and resolving guest complaints.
* Verification of supplies consignments.
* Recruit all Housekeeping Staff
* Organize on-the job training, group trainings and one to one series for the housekeeping department and evaluate its effectiveness.
* Preparing a Functional Manual of the department and Rooms SOP’s
* **Vilamendhoo Island Resort & Spa, Part of Crown & Champa – Maldives**

**Duration: August 2014 - till August 15, 2016**

**Position held: Executive Housekeeper**

* Maintained neat and clean public areas for guests as per regulations.
* Monitored inventory of linen and supplies and placed purchase order when required.
* Managed communication with front desk employees for arrival and departure.
* Participated in safety training programs on monthly basis.
* Developed schedule for laundry staff, room attendants, supervisors & coordinators
* Ensured achievement of all hotel objectives for room quality.
* Maintaining Proper Record of Inventory & to keep Regular Track.
* To Follow Proper Procedure For ‘lost Found ‘as Per Management Policies.
* Supervising Activities & Conducting Timely Training for Staff.
* Maintaining Daily Reports.
* Routine Inspection of Hotels Rooms & Public areas.
* To ensure training control & supervision of all staff attached to the department.
* Use cost cutting measures by cutting down quantity without sacrificing on quality.
* Looking after Laundry operations.
* Analyzing information and evaluating results to choose the best solution and solve problems.
* To ensure the provision of proper uniforms for hotel staff.
* Organize, supervise, and coordinate the work of housekeeping personnel on a day-to-day basis.
* To ensure excellence in housekeeping sanitation, safety, comfort.
* To keep control in grooming standard staff assignment, draw up duty rosters and supervise the discipline.
* Undertaking proper SOP for Occupancy Report, Master Keys & Cleaning.
* **CROWNE PLAZA SOHAR – Sultanate Of Oman**

**Duration: December 2012 – July2013**

**Position Held: Executive Housekeeper**

* Maintained exceptional standards of cleanliness and performance.
* Recruited and trained staff.
* Assessed guest satisfaction and developed improvement plans.
* **Coral Boutique Hotel - Baghdad , Iraq**

**Duration: May 2012 – December 2012**

**Position Held: Executive Housekeeper, Pre-opening**

* Pre-opening work experience.
* Preparing Departmental Budget
* Preparing SOP’S
* Set orders for hotel Furniture & Linen, Chemicals, toiletries, Rooms amenities
* Finalizing hotel staff Uniform
* Control mini Bar
* Training new staff
* **Sheraton Amman Al Nabil Hotel & Towers – Amman- Jordan**

**Duration: May 2011 – May 2012**

**Position Held: Executive Housekeeper**

* Monitoring cleaning activities by the housekeeping department
* Hiring, training, and evaluating performance of housekeeping staff
* Maintaining smooth and open communication between staff and the management
* Communicating with the security on issues related to lost and found items
* Inspecting the quality of cleanliness and handling customer complaints
* Coordinating with vendors and suppliers for cleaning materials
* **Mövenpick Nabatean Castel Hotel - Mövenpick Petra Resort - Jordan**

**Duration: November 2008 – February 2011**

**Position held: Executive Housekeeper**

* Train and develop multinational team to meet company requirements, standards & vision
* Cultivate positive atmosphere with motivated high-performance employees.
* Adhere to operating budgets and correct for shortfalls.
* Create and maintain interior and exterior standards of cleanliness.
* Forecast needs and adjust staffing levels as required.
* **Radisson SAS Tala Bay Resort – Amman, Jordan**

**Duration: April 2008 – August 2008**

**Position Held: Assistant Executive Housekeeper**

* **Le Royal Amman Hotel – Amman, Jordan**

**Duration: January 2008 – March 2008**

**Position Held: Housekeeping Supervisor**

* **Holiday Inn Hotel – Amman, Jordan**

**Duration: March 2005 – January 2008**

**Position Held: Housekeeping Coordinator & Supervisor**

* **United Nation University, Amman - Jordan**

**Duration: 2002 – 2005**

**Position Held: Personal assistant**

* **Al-Babtain Trading Co.**

**Duration: 1995 – 1996**

**Position Held: Secretary**

**Education**

* **Certified Hospitality Housekeeping Executive** (CHHE) program
* **Pitman Secretarial Centre**: Diploma In secretariat ( 1984 -1985), Kuwait
* **Raed Computer & Consultant**: course in Computer Skills (1994) , Kuwait
* **Al Quds College**: Course In Information technical (2001-2002), Jordan
* **4tec International company**: Cisco’s network devices ( 2002), Jordan

**Trainings**

* Lobesterink program
* Opera System.
* Fidelio System.
* Job live maintenance system
* Dyna System (Engineering).
* Yes I Can Course.
* Leadership Course.
* Time management Course.
* Essential Management techniques.
* Lessons in Leadership.
* On Job Training.
* Train the Trainer Course.
* Sustainability Program.
* Leadership skills.
* 4Cornerstones.
* 7 Key Hospitality.
* IClean Program.
* BI (Behavior Interview).
* Housekeeping ABC.
* PMP – Performance Management Preview.
* GEI – Guest Experience Index.
* We Care.
* Six Sigma Project – Lean Light Housekeeping – Blue Ocean – Lean Laundry.
* Chinese Culture Training.
* Star Guest System.
* Chemical Usage for HK & Laundry by Hygex Co.
* Security Awareness For Manager on EMEA
* Introduction to Risk Management for Safe Hotels EMEA
* General Fire Training EMEA
* Managing Health & Safety at IHG EMEA
* IHG Anti-Bribery Training Module EMEA
* IHG Hostile Surveillance Course EMEA

**REFERENCES ARE AVAILABLE UPON REQUEST**