**

**Name: Mohamed**

**E-mail-** **Mohamed.361561@2freemail.com**

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OBJECTIVE:

I will provide the highest of standards in product, presentation and hospitality to our guests. As a cohesive team dedicated to the needs of our customers, we will anticipate and respond to our guests with professionalism, discretion and good will.

EXPERIENCE SUMMARY***:***

Worked as **Housekeeping Supervisor in INDeco Hotels and Resort,**

**India** from Sep 2016 to Mar 2017



*DUTIES AND RESPONSIBILITIES:*

* Collect room and floor status report sheets for assigned work areas and assign room to Housekeepers as needed.
* Train housekeeping employees in order to achieve the standards of cleanliness in guest rooms.
* Inspect guest rooms, including VIP, vacant, occupied and check-out rooms, to insure the standards are being achieved by each employee.
* Coordinate work orders in assigned areas and follow up on inspections.
* Handle all lost and found items according to procedure.
* Maintain the upkeep of all bedspreads, draperies, carpet cleaning, sheers, bed skirts, and furniture refinishing.
* Schedule and participate in departmental meetings.
* Respond properly in any hotel emergency or safety situation.
* Perform other tasks or projects as assigned by hotel management and staff.

Worked as **Housekeeping Attendant,** in **JUMEIRAH ZABEEL SARAY HOTEL,** Dubai, UAE from Nov 2014 to March 2016.

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*DUTIES AND RESPONSIBILITIES:*

* Performed of 404 rooms which is **Superior Kings & Double room, Deluxe Kings & Double, Club Kings & Double, Grand Kings & Double room, Imperial Kings & Double suites, Grand Imperial Kings & Double suites**
* Cleaning of the guest rooms standard as assigned
* Performing very physical colleague
* Answering guest requests on time

 Providing excellent customer service as per the standards of the Hotel

* Courteously and promptly responds to guest suite requests
* Investigates all guest inquiries in a timely fashion to provide the highest possible service
* Moves heavy objects as requested
* Performs side duties as required
* Works closely with other departments to achieve maximum guest satisfaction
* Maintains a clean, safe, hazard-free work environment at all times
* Understands the emergency procedures for the entire Hotel.

Worked as **Housekeeping Supervisor** in **QUEEN PALACE HOTEL**

Kumbakonam, India from June 2012 to Jan 2014.



DUTIES AND RESPONSIBILITIES:

* Assigns workers their duties and inspects work for conformance to prescribed standard of cleanliness.
* Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
* Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments
* Coordinates work activities among departments
* Inspects the cleaned rooms before arrival
* Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
* Prepare reports concerning room occupancy, payroll, and department expenses
* Attends staff meetings to discuss company policies and patron’s complaints
* Establish standards and procedures for work of housekeeping staff
* Advices manager, Order taker, or admitting personnel of rooms ready for occupancy

Worked as **Housekeeping Attendant,** in **JUMEIRAH BURJ AL ARAB HOTEL**

**(Seven Star)** Dubai, UAE from Feb 2010 to 1st May 2012.

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DUTIES AND RESPONSIBILITIES:

* Performed of **202 suites which is Deluxe One bed room Suite, Club One Bed room Suites, Panoramic One bed room Suite, Diplomatic Three bed room Suites, Presidential Two Bed room Suite, Royal Two Bed room Suites**
* Worked as a team players make sure all the areas cleaned free of dust and stain
* Fallowing LQA standard cleaning as per hotel policy
* Answering guest requests on time
* Moves heavy objects as requested
* Performs side duties as required
* Works closely with other departments to achieve maximum guest satisfaction
* Maintains a clean, safe, hazard-free work environment at all times
* Understands the emergency procedures for the entire Hotel.

**SAFETY AND SECURITY:**

* Knows all safety, emergency and accident prevention procedures.
* Adheres to safety and security guidelines, follows emergency procedures and responds promptly, and is familiar with the use of a fire extinguisher.
* Is conscientious of and preserves hotel personnel and guest security, property and privacy at all times.
* Manages and utilizes equipment in a safe manner.
* Documents and reports any observed or known safety hazards, conditions or unsafe practices to executive Housekeeper immediately

**TRAINING CERTIFICATES AT JUMEIRAH:**

* Health and safety.
* Fire and evacuate safety training.
* Creating Ultimate experience.
* Be the difference

**CAPABILITIES:**

* System knowledge
* Customer service orientation
* Team work
* Interpersonal skills
* Strong communication knowledge
* Decision making
* Problem solving

ACADEMIC PROFILE***:***

* Bachelor of Science – IT ( 2003 – 2006 )
* Higher Secondary Examination ( 2001 – 2003 )
* S.S.L.C Examination ( 2000 – 2001 )

LINGUISTIC PROFICIENCY:

* ENGLISH (Fluent Read & Write)
* TAMIL (Mother tongue)
* HINDI (Moderate)
* MALAYALAM (Moderate)

PERSONAL AND PRESENT PROFILE:

Date of Birth : 18-Nov-1984

Marital Status : Married

Nationality : Indian

Religion : Muslim

Gender : Male

Availability : Immediately

Visa type : Visit Visa till July 5th 2017