

PERSONAL DETAILS

*Dayanandan*

*Sharjah - UAE*

*Sex: Male*

*Marital status: Married Nationality: Indian*

*Visa : Visit Visa (Till May 20, 2018)*

***Mob : C/o 971503718643***

Dayanandan.361779@2freemail.com

AREAS OF EXPERTISE

*Team Management Inspecting Work Control and Supervise Housekeeping Budget Service-Oriented Leadership Abilities Organizing Inventory Staff Management Safety Standards Organizational Skills Training to New Staff Job Planning*

*Staff Arrangement*

*Procurement of Supplies*

*Complaint Handling*

*Equipments& Machinery*

Dayanandan

*Executive Housekeeper*

PERSONAL SUMMARY

17 Years of years of experienced professional with International Brand hotels in Middle East, A customer focused and articulate individual who possesses a friendly and personable approach along with strong time management skills and the ability to listen carefully to guest requirements with a real thirst to succeed and boasts a demonstrated track record of initiative, creativity and motivation. My career started in Hotel Industry from the bottom as a public area cleaner with Holiday Inn Resort in Sharjah, U A E. I have the entrepreneurial spirit to work in highly flexible, rapidly changing, ambiguous work environments. Experienced in Hotels, Resorts, Hotel Apartments and Pre-opening

Now looking for an Executive Housekeeper position, one which will make best use of my existing skills and experience contribute to the company's growth in turn ensuring personal growth.

WORK EXPERIENCE

***Premiere group of Hotels - Resorts & Hotel Apartments :Sharjah - U A E***

Executive Housekeeper (Oct 2015 – Jan 2018)



***Divan - Erbil : Kurdistan region - Iraq***

Asst. Executive Housekeeper (Apr 2014 - Dec 2014)

***Le Meridien : Jeddah - Saudi Arabia***

Asst. Executive Housekeeper (Feb 2013 - Mar 2014)

Senior Housekeeping Supervisor (Oct 2011 – Feb 2013)

***Golden Square Hotel Apartments : Dubai - U A E***

Housekeeping In Charge (Dec 2010 - Nov 2012)



***Radisson SAS Resorts: Sharjah - U A E***

Team In charge - Public Area & Floor (Jun 2006 - Nov 2008)

Housekeeping Supervisor (Feb 2003 - May 2006)

Room Attendant (Sep 2001 - Jan 2003)



***Holiday Inn Resort :Sharjah - U A E***

Public Area Cleaner (Jul 2000 - Aug 2001)

An Executive Housekeeper is responsible for planning, organizing, and developing of the overall operation of the housekeeping department in accordance with federal, state, and local standards and guidelines along with assuring the highest degree of quality guest care is maintained at all times. Responsible for staffing, scheduling, training and developing.

***Duties - Executive Housekeeper***

* Responsible for cleanliness, orderliness and appearance of the entire Hotel.
* Ensure that rooms are made as per company standard.
* Prepare Annual Housekeeping Budget.
* 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.
* Prepare reports for management information.
* Assist Purchase department in selecting suppliers for items related to Housekeeping
* Develop and implement Housekeeping systems and procedures.

*Knowledge in Chemical*

*English*

*English*

*Innovative Technology*

*Administrative Support*

*Customer Relationships*

*Organizing Meetings*

*Document Preparation*

*Handling Queries*

*Client Retention*

*Customer Facing*

*Executive Support*

*Department Meeting*

*Determines Work Schedule*

*Filing & Archiving*

*Action Plan*

*Equipment Maintenance*

*Report Writing*

*Computer Literacy*

*Laundry Operation*

*Pre-opening Experience*

LANGUAGES

*Immediate*

LANGUAGES

*English*

*Hindi*

*Malayalam*

*Tamil*

* Plan, control and supervise Horticultural activities.
* Attending and resolving guest complaints.
* Verification of supplies consignments.
* Organize on-the job training and evaluate its effectiveness.
* Approval of the Functional Manual of the department.
* Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
* Establishes standards and procedures for work of housekeeping staff.
* Screens job applicants, hires new employees, and recommends promotions, transfers, and dismissals.
* Delegating work to meet business objectives and goals.
* Examines building to determine need for repairs or replacement of furniture or equipment, and makes recommendations to management.
* Directing housekeeping staff to ensure a high standard of cleanliness in all public areas.
* Recommend recruitment of new personnel.

***Duties - Asst. Executive Housekeeper***

Responsible for supporting the Executive Housekeeper in smooth running of the housekeeping department with following duties.

* Assist to the Executive housekeeper in day to day operations and direct the staff, control expenses based on budget
* Maintaining high standards of cleaning and ensures cleanliness of the hotels as reflected by services scores and quality assurance inspections.
* Conducting department training for freshers and refreshment training for regular staff
* Coordinating between the supervisors to inspect assigned areas.
* Planning and preparing monthly training schedule, duty schedule, action plans (Floor & Public area) maintaining and updating.
* Managing 52 staff including 3 Team Leaders, 2 Shift Leaders and 1 Senior Team Leader.
* Review schedule with Executive Housekeeper based on demands of hotel and proper maintain levels of staff.
* Assisting to Executive Housekeeper to prepare yearly budget, inventory of linen, uniforms, equipments and machines.
* Handling Laundry operation in absence of Laundry Manager
* Managing all over the department day to day activities in absence of Executive Housekeeper.
* Conducting monthly department meeting
* Schedule Pest control service with the coordination of other departments.
* Preparing CAPEX budget
* Doing MOD when my turn comes
* Reporting any maintenance problems, safety hazards, accidents, or injuries to senior managers.
* Report any hygiene issues and following up as necessary.

***Duties - Housekeeping Supervisor - Team Leader***

* Assigns associates their duties and inspects work for conformance to prescribed standards of cleanliness.
* 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.
* Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
* Inventories stock to ensure adequate supplies.

PERSONAL SKILLS

*Numerate*

*Investigative*

*Strong communicator Problem solver Creative Enthusiastic Self-motivated*

*Team player Flexible*

COMPUTER SKILLS

*Internet and Email*

*ERP Applications*

*M S Office Suite*

*Fedelio*

*Opera*

*Winhms*

*Hostnet*

* Evaluates records to forecast department personnel requirements.
* Makes recommendations to improve service and ensure more efficient operation.
* Prepares reports concerning room occupancy, payroll, and department expenses.
* Performs cleaning duties in cases of emergency or staff shortage.
* Attends staff meetings to discuss company policies and patrons' complaints.
* Issues supplies and equipment to workers.
* Advises manager, desk clerk, or admitting personnel of rooms ready for occupancy.
* Records data regarding work assignments, personnel actions, and daily attendance, and prepares periodic reports.
* Holding meetings with Housekeeping staff to discuss their job functions.
* Listening, understanding, and clarifying guest concerns.Inspecting the cleaning and servicing of guestrooms and public areas.
* Approaching guests in an attentive, friendly, courteous and service-oriented manner.
* Making sure that all Guest Rooms have appropriate supplies and linens in them.
* Supervising the disposal of trash and waste.
* Maintaining a high standard of personal appearance and grooming

ACHEIVMENTS

* Successfully managed 50+ staff in a large property with 320 rooms.
* Trained new staff as well as outsource and brought up to the standard of the organization.
* Reduced the cost of supplies and chemicals and maintain below of the budget.
* Implemented new cleaning techniques.
* Created and implemented new ideas for room set up for VIP arrivals

KEY SKILLS AND COMPETENCIES

* Ability to meet a constant stream of deadlines.
* The capacity to make quick but rational decisions.
* Superb organizational and time management skills.
* Strong background in customer service.
* In-depth knowledge of cleaning techniques.
* Good knowledge in use of chemicals.
* Physically fit and able to frequently bend or squat while completing duties.
* Strong knowledge of operating cleaning equipments and machines.
* Trust worthy and able to work in highly confidential environments.
* Superior analytical and problem-solving skills.

TRAINING AND DEVELOPMENT

* “Solution for satisfaction” from Bass Hotels & Resorts.
* “Yes I can” training from Radisson SAS Hotels & Resorts.

Safety & security training from Radisson SASHotels & Resorts.

* Well knowledge of ABC of housekeeping from Starwood Hotels
* Brand standards, service culture from Starwood Hotels.
* Participated in operational innovation in Starwood Hotels
* Divan lifestyle from Divan Erbil.

ACADEMIC QUALIFICATION

***Diploma in Hotel management (****Kerala Technical Education*)

***Bachelor Degree : BA(***Calicut University : Kerala – India)