**Nisar **

**Email-** **Nisar.362099@2freemail.com**

**Summary**

A dynamic hospitality professional with an outstanding career in hotel, leisure and travel industry within the housekeeping segment, Another point to consider is my excellent background in people & operations management which I have experience through **22** years of service excellence.

**Highlights**

* Responsible for housekeeping and laundry.
* Achieved 98% customer satisfaction for the cleanliness through customer satisfaction survey.
* Achieved 100% for the cleanliness through mystery shopper audit.
* Achieved ISO 9001,14001,18001,22000.
* Achieved award IIP(Investors in people)

**Current Profile**

**Executive Housekeeper Mar 2016 till date.**

**Ayla Grand Hotel Al Ain (Pre-Opening)**

* Making proposal for pre-opening items
* Taking snagging list
* Coordinating with contractors to get the work done fast
* Taking care of cleaning rooms and facilities
* Preparing SOP
* Setting up pantries and offices
* Hiring and training the staff

**Executive Housekeeper Feb 2010-2015**

 **Millennium Hotel - Abu Dhabi**

Manage the daily activities of the Housekeeping department to include appropriate cleaning of all offices, concourses, seating areas, washrooms, restaurants, concession stands, suites, and all public spaces. • Planning, organizing and directing team members to ensure the highest degree of guest satisfaction. • Daily supervision of the housekeeping staff, including the day, event and post-event crews. • Daily supervision of the grounds keeping staff, including the day, event and post-event crews. • Purchase, re-order and maintain housekeeping supplies and inventory. • Conduct pre-event inspections of all rooms, concourses, clubs, seating areas and public areas prior gate opening for every event held at the Arena. • Recruit, schedule and train all new housekeeping staff members. • Maintain the housekeeping budget, providing billing summaries and expenses for all pre and post events. • Uphold the highest standards of cleanliness, safety, and conduct. • Knowledge of OSHA and safety standards within Housekeeping department. • Determines and maintains the department work schedule used to notify staff of upcoming events and ensure proper preparation and staffing for each event. • Ensures the proper maintenance of all equipment; makes arrangements for repair and/or replacement of used and damaged equipment

**Executive housekeeper Nov 2006-2009**

**Millennium hotel Sharjah (Now Hilton)**

* 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.
* Develop and implement Housekeeping systems and procedures
* Assist Purchase department in selecting suppliers for items related to Housekeeping.
* 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.
* Recommend recruitment of new personnel.

 **Asst- executive housekeeper Feb 2002-2006 Grosvenor house West Marina (Pre-opening)**

* Supervised daily housekeeping duties for entry-level cleaning staff.
* Provided coverage when needed.
* Performed monthly evaluations of staff and suggested corrections when needed.
* Recommended disciplinary action to Housekeeper Manager when required.
* Provided training and direction to new staff.
* Worked well as a team player.
* Worked with staff and upper-level management toward attaining resort goals.
* Conducted monthly staff meetings.
* Planned weekly staff schedules and planned individual cleaning assignments.

**Head Housekeeper Jan 1998-2001**

**Le royal Meridian Beach resort and spa. Dubai**

* Performed inspections of rooms and common areas to ensure staff work quality.
* Supervised daily housekeeping staff duties.
* Assisted with hiring and selection process for new housekeeping staff members.
* Worked closely with Housekeeper Manager to ensure hotel goals met.
* Kept inventory supply list.
* Completed monthly inventory audits.
* Inspected staff grooming and uniform compliance and made corrections as needed.

**Education**

Bachelor of commerce 1992

Calicut University, Govt: of India

Higher Secondary School Certificate 1987

Govt: Boys high school Pallor

**Certification**

Leadership skill Training (Emirates Training Academy)

Supervisory Skill Training

Train the Trainer

Life Saver

Foundation of Management.

I S O Internal Auditor

First Aid

Trained in 2 workshops 0n the 3 principles by Stephen Banks.

**Thanks**