MOULAY.364902@2freemail.com

MOULAY

EMPLOYMENT HISTORY :

• FROM December ,28th 2016 Until Now : Houseboy and majordome in
 Private House :

➢ Working duties expected :

▪ Dusts home areas mopping and vacuming.

▪ Make beds ,bathrooms and make sure that all product is on place e.g soap
 shampoo,towels͙.

▪ Polishing and shining all stille and inox item. ▪ Change flowers and prepare vase every weeks. ▪ Supervise all engineering interventions.

▪ Prepare set up for breakfast, lunch and dinner.and serving family ▪ Check all system device in house e.g Ipad ,mobile phone and tv . ▪ Make sure that all the fournitures is clean and on place.

• FROM September, 06th, to December,10th 2016 : Polyvalent Night
 Room Attendant And Valet Parking Attendant At MANDARIN
 ORIENTAL HOTEL&RESORT Marrakesh.

➢ Working duties expected:

✓ Turndown Service As Per Guests Requirement. ✓ Response To The Guests Requirement.

✓ Move Guest Automobiles To a Designated Parking Location Include Assisting
 With Loading And Unloading Of Luggage.

✓ Opening Doors and greet Guests, Assisting Guests with Carrying Their
 Belongings To And From Their Cars.

✓ Park And Retrieve Cars.

✓ Groom Appropriately. ✓ Hand Out Claim Tickets. ✓ Manage Keys.

✓ Escort Guests ToThe Lobby And To Their Villa With a Club Car. ✓ Shuttle Guests Between The Hotel

And The Airport.

• FROM December, 15th 2012 TO February, 17th 2016:Guest
 Roomattendant at ROYAL MANSSOUR HOTEL MARRAKESH.
 ➢ Working duties expected:

✓ Enters and prepares the riads rooms for cleaning Taches. ✓ Dusts the room and furniture.

✓ Replenishes guestroom and bath supplies. ✓ Vacuums and racks the carpet.

✓ Checks and secures the rooms.

✓ Replenish amenities according to the operational standards.

✓ Deliver and retrieve items on loan to guests e.g. iron and ironing

✓ Cleans guest bathrooms/bed rooms and floor corridor

✓ Responsible for the cleanliness and maintance of the work area.

✓ Attends to guest calls, guest requests and guest complaints in the area ✓ assigned to the Guests and have attention to detail.

✓ Follow departmental policies and procedures and service standards. ✓ Maintain proper usage of cleaning supplies and equipment
✓ turndown services as per requirement.

✓ Follow all safety and sanitation policies.

✓ Resonsible for achiving and exeeding the guest satisfaction score.

• FROM October, 12th 2009 TO December, 08th 2012: Guest
 Roomattendant at LA MAMOUNIA HOTEL MARRAKESH.
 ➢ Main activities & tasks :

✓ Clean all assigned guestrooms including: dusting, making beds,soiled linen
 removal from rooms, and retrieval of clean linen from linen closets,
 vacuuming, bathroom cleanin floor& corridor, cleaning inside window.
 cleaning and replenish rooms with supplies

✓ Perform any additional duties that the head housekeeper or manager assigns. ✓ Replenish amenities according to the operational standards.

✓ Deliver and retrieve items on loan to guests e.g. iron and ironing . ✓ Ensure security of guest rooms and privacy of guests.
✓ Responsible for the cleanliness and maintance of the work area. ✓ Attends to guest calls, guest requests /guest complaints in the area. ✓ turndown services as per requirement.

✓ Responsible for following the standard operating procedures.

✓

• FROM February, 01st 2012 TO Apri, 11th 2009: Security Officer for
 MAORI MAROC SECURITE Company.

➢ Working Place: Security officer at NAORA BARRIERRE MARRAKECH HOTEL.

• FROM November, 14th TO 11th 2008: Working as Security Officer for
 “ Festival International De Film De Marrakesh ”.

• FROM Juin, 18th 2006 TO November, 11th 2007: Polyvalent agent
 with various skills at RIAD EL FENN à MARRAKECH.

➢ Working Tasks: Porter, Valet Room, Maintenance Officer, Maintenance
 Pool.

PROFESSONAL TRAINING:

❖ Protocols training and labbels at ROYAL MANSOUR HOTEL.

❖ Luxuary Attitude Training at ROYAL MANSOUR HOTEL.

❖ ERGONOMICS Training “ Gestures & Postures “ at at ROYAL MANSOUR
 HOTEL proved by ‘ Ecole hoteliere de Genéve.

❖ January, 26th 2011: Certificate of success in the hygiene training at LA
 MAMOUNIA HOTEL MARRAKESH.

❖ Hotel Training supervised by the Regional Officer of the Civil

Marrakesh; Extinction, first- aid, physical intervention, at MAMOUNIA HOTEL MARRAKESH.

EDUCATIONAL DEVELOPMENT :

▪ 2004/2006: KADI AYAD University of letter and human science

Marrakech, Major: History & civilisation.

▪ 2004: Baccalaureat Modern Literature.
▪

LANGUAGES SPEAKING :

English : Read / Write and Speak.
French : Read / Write and Speak.
Arabie : Read / Write and Speak.

INTERESTS:

❖ Reading / Internet / traveling / social work / learning language /swimming.