|  |  |
| --- | --- |
| **Shahida**  Shahida.365055@2freemail.com  |  C:\Users\ENG MOATAZ\Desktop\11798210_10206123353756196_1953572001_n.jpg  |

**Professional Summary**

Proven leader with 10+ year’s success in managing a diverse range of housekeeping tasks. Well versed in maintaining high standards of excellence in the daily housekeeping operations. In depth know-how of leading housekeeping operations in accordance to hotel policies and procedures. Adept at monitoring and developing team member performance in terms of professional development and evaluations. Very effective in handling queries and complaints in a professional and resolution-oriented manner.

**Skills**

|  |  |
| --- | --- |
| * Hotel Housekeeping
* Training & Development
* Employee Counseling
* Budget Administration
* Toxic waste & Biohazard Handling
* Fidelio System
 | * Laundry Operation
* Policy & Procedures
* Leadership & Delivery
* Safety
* Loss & Found
* IDS System
 |

**Work History**

**Executive Housekeeper**

**Gateway Hotel - Dubai 1 March 2014-Present**

(Pre-Opening)

* Supervision and coordination of all the services offered by the Housekeeping department and to ensure they are carried out as per the department standard
* Study & evaluate the operation of the Housekeeping Department & suggest improvement to the Management
* Interact with individuals outside the hotel, such as supplies, contractors, and competitors.
* Maintain records of all ‘Rota’ cleaning work, window cleaning, carpet shampoo, drapery cleaning, mattress turning, bedspread cleaning, blanket cleaning and general suite cleaning.
* Handle guest complains in accordance with hotel policy
* Inspection of corridors, service areas, pantries, staircases & public restrooms to ensure proper cleaning.
* Train and develop staff to meet company requirements.
* Cultivate positive atmosphere with motivation resulting in yielding 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.

**ACHIVMENTS**

* Refurbishment of the property.
* SOP designing and implementation.
* Uniform designing for all the departments.
* Introduction of Honeymoon Package.
* Introduction of VIP package.
* New amenities comparison and implementation.
* Pre-opening set up.
* Complete inventory of F & FE.
* Assistance in designing and implementation of SOP.
* Training all the new Joiners.
* Assistance in Uniform designing for all the departments.

**PLANNING & ORGANIZING**

* To ensure a smooth operation with the highest Standards of Service in Housekeeping according to the Company’s Policies.
* To carry out Inventories of Equipment’s and Linen to ensure Costs are controlled and Hotel Standards are kept.
* To conduct Orientation and Training programs to new and current Housekeeping Employees.
* To check VIP Rooms to ensure Cleanliness and Standards are kept to Hotel Standards.
* To identify problem Areas as identified by Guest and Staff feedback.
* To establish and maintain effective Employees relations.

**OPERATIONS**

* To ascertain a high degree of cleanliness within the Rooms (to receive zero complaints about your Department).
* To conduct Department Induction and Training programs to new and current Associates.
* Carries out regular Staff Meetings, Appraisal Evaluations and maintain effective communication within the Department.
* To identify problem areas from Guest Feedback and takes corrective measures.
* Anticipate guest’s needs wherever possible and react to these to enhance Guest satisfaction.
* Sets up and maintains systems of information, ensures procedures are being followed.
* Is always concerned with maintaining standards accuracy and quality.

**ADMINISTRATION**

* To administer short and long range of planning, budgeting and forecasting of the Department
* To monitor Operational efficiency of the Housekeeping Department through review Interpretation of Financial and Accounting information.

**Senior Housekeeping Supervisor**

**Flora Creek Hotel Apartment Nov 2012 to Feb 2014**

* Assigns workers their duties and inspects work for conformance to prescribed standards 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.
* Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
* Makes recommendations to improve service and ensure more efficient operation.
* Examines building to determine need for repairs or replacement of furniture or equipment, and makes recommendations to management.
* Records data regarding work assignments, personnel actions, and time cards, and prepares periodic repoet.

**OPERATIONS**

* Hands on for the daily operations.
* To ascertain a high degree of cleanliness within the Rooms (to receive zero complaints about your Department).
* To conduct Department Induction and Training programs to new and current Associates.
* Carries out regular Staff Meetings, Appraisal Evaluations and maintain effective communication within the Department.
* To identify problem areas from Guest Feedback and takes corrective measures.
* Anticipate guest’s needs wherever possible and react to these to enhance Guest satisfaction.
* Sets up and maintains systems of information, ensures procedures are being followed.
* Is always concerned with maintaining standards accuracy and quality.

**Floor Supervisor**

**Chelsea Tower Hotel Apartment April 2010 to Nov 2012**

* Responsible for smooth operation of the floor assigned.
* Responsible for the performance & Supervision of room attendants.
* Organize & facilitates room making process, daily room allocation and deep cleaning task to team members.
* Responsible for the cleanliness of guest rooms, corridors and heart of the house area of the floor.
* Checks the occupied and departure rooms, giving special attention to guest needs.
* Ensures that the entire operation is performed as per the laid down standards.
* Organize immediately the guest needs under intimation to EHK/Executive.
* Manage guest requests, including VIP amenities and communicating them to the relevant team members
* Routine inspection of guest bedrooms to ensure they meet standards.
* Aware of all room categories, lost & found and amenities & achieved positive outcomes from guest queries.
* Report maintenance issues to Maintenance/Engineering Department.
* Assist Housekeeping Manager with training requirements.
* Represent the needs of the team to others in the hotel.
* Comply with hotel security, fire regulations and all health and safety legislation.
* Assist other departments wherever necessary and maintain good working relationship

.

**Other experiences**

* **Floor Attendant**at **Millennium Hotel Sharjah**from **April 2008** to **March 2010**
* **Floor Attendant**at **Serena Hotel Pakistan**from **January 2008** to **March 2008**
* **Floor Attendant**at **Marriott Hotel Pakistan**from **November 2005** to **December 2007**
* **Floor Attendant**at **Holiday Inn Hotel Pakistan**from **May 2005** to **November 2005**

**Education**

* **Graduation** in 2005 from Punjab University – Pakistan
* **H.S.S.C** in 2002 from Federal Board of Islamabad - Pakistan
* **S.S.C** in 1998 from Board of International Secondary School – Rawalpindi

**Certification**

* First Aid Trainer Certification from Dubai Ambulance
* Sanitation and hygiene basic training from Technical Chemical Laboratories

**Computer Skills**

* MS Word
* MS Excel
* MS PowerPoint
* Web browsing & email

**Languages Skills**

* English
* Arabic
* Urdu
* Punjabi