

**Ebru**

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**Objectives**

A position as an Executive Housekeeper in where I can utilize my business education and training, and expertise in addition to my interpersonal skills to provide the highest level of standards and customer satisfaction.

**Educational Background**

* Degree in Hotel & Tourism Administration Uludag University – Turkey 2004/2006

(Ranked second among the graduates of that academic year).

* Diploma in Hotel & Tourism Management Anatolian Career College –Turkey 1991/1995

**Summary of Qualifications**

* Over 15 year experience in hospitality and retail industries
* Polished appearance and a professional demeanor with friendly, courteous, and professional manners
* Highly skilled in overseeing the housekeeping department
* Proven ability as manager, leader and team player
* Thorough understanding of formulation of budgets and cost controls
* Effective hiring, training, evaluating, and supervision skills
* Demonstrated ability to ensures all tasks are completed in a timely and systematic manner
* In-depth knowledge of property, cleaning and laundry services, training, purchasing, renovations, safety, and accommodation
* Documented success during 15 years of progressive experience and responsibility

**Work History**

**Executive Housekeeper**

March 2014­—Aug 2015 Movenpick Hotel Deira Dubai, UAE

* + - Supervise the cleanliness, maintenance and the general appearance of guest rooms and public areas as wellas other areas designated (front/back) of the house and sees that all Housekeeping personnel are carrying out the duties assigned to them, as per standards of the company.
    - Close co-ordination between Front Office, Engineering, Food and Beverage as well as the Guest Relation regarding regular and especially irregular guest requests.
    - Direct and control all Housekeeping operations and the staff of the department.
    - Maintain the standards of quality and service and facilities in all departments over which has responsibility and authority
    - Assist the management in supervising and implementing the Operational Standards as well as the Hotel’s internal rules and regulations.
    - Complete financial management tasks such as setting and adhering to a budget, controlling the inventories and cost of the department
    - Assist Purchase Department in selecting suppliers for items related to housekeeping.
    - Assist the management in the selection of rooms for partial and complete renovation.Maintain rooms condition records.
    - Co-ordinate for stripping all project rooms, co-ordinate of furnishings, completion on time of contractors work to satisfaction of hotel. Setting up and cleaning rooms ready for re-sale.
    - To regularly inspect guest rooms, VIP rooms and public area toensure proper maintenance and cleanliness.
    - Effectively handle all guest complaintsconcerning the Housekeeping, takingcorrective action to prevent recurrence andconvert the guest into a repeat customer. Coordinate proper actions with other departments, informs General Manager.
    - Ensure that all staff in the Housekeeping department knows and understands safety procedures and effective reporting is maintained.
    - Ensures all staff has a safe environment within which to work and ensures all staff adopts safe working habits.
    - Execution of regular technical/skills training. Responsible for setting up and maintaining ongoing training programs in the department in conjunction with the Personnel & Training Manager.
    - Maintains a monthly overview of vacation andpublic holiday balance of all his/her staff and delivers a monthly consolidated summary to the Personnel Manager.

**Operation Team Member as Executive Housekeeper**

2007– 2013 Al Ghurair Properties Dubai, UAE

* + - In-charge of housekeeping activities for the Mall with over 850.000 sq/ft area, 350 shops, 120 offices, 343 apartments, open and covered car parking in total 7 buildings, with extra duties involved in the expansion project ensuring all preopening setup and commission of housekeeping functions and requirements completed on schedule.
    - Inspected, all housekeeping areas (Mall, office towers, car parking area,residential apartments) on a regular basis to ensure furnishing facilities and equipment are clean and in state of repair
    - Implemented waste collection, recycling system and pest control, ensured best service delivery
    - Supported Mall Management during Mall events such as DSS, DSF, Eids, Christmas, Festivals by arranging the event set up and high quality of cleanliness
    - Investigated complaints regarding housekeeping services and tool corrective actions, ensured tenant’s and client’s satisfaction
    - Diagnosed problems and throughly analyze information to guide decisions making and manage day to day activities of the Housekeeping Department
* Developed the department's annual budget; monitor and report variances against plan; keep track of expenses and establish and maintain cost control system for cleaning supplies inventories, oversaw the budgeting, ordering and receiving of such supplies to maintain appropriate budget and inventories.
* Managed staff work schedule and duties according to productivity standards and monitored staff adherence to schedules and duties to ensure proper coverage of staff performance and tardiness.
* Developed potential of staff quality through coaching and development ensuring a strong team and organization capability for the future.
* Conducted training classes regarding safety, security, department procedures and services guidelines to ensure that all staff were properly trained.
* Ensured compliance to the contemporary local regulatory requirements in general
* Managed AGP staff dress code, hygiene, uniform, appearance, posture and code of conduct of all housekeeping employees.
* Established and influenced contracts within supplier organizations. To be able to replenish shortages and other housekeeping operations suppliers/equipments for daily operations in a cost effective manner while ensuring high quality.

**Asst. Executive Housekeeper**

2002– 2004 Grand Kaptan Hotel (5\*) Antalya, Turkey

* Creating annual Housekeeping Department budgets and performance management.
* Training and supervising all housekeeping staff.
* Inspecting rooms, public areas and back of house areas to ascertain established standards of cleanliness and hygiene. Checking and maintaining housekeeping store rooms and controlling supplies.
* Schedule hours and assignment of duties for room attendants and housemen in order to provide full service. Improvements to work practices and reduce consumption of supplies.

**Senior Housekeeper (Acting Asst. Executive Housekeeper)**

2000– 2002 RotanaHotel (5\*) Al Ain, UAE

* Assisting the executive housekeeper in the day-to-day operations and assume responsibility during absence of the Executive Housekeeper.
* Training and supervising all housekeeping staff and advising executive housekeeper corrective action to improve performance.
* Inspecting rooms, public areas and back of house areas to ascertain established standards of cleanliness and hygiene. Checking and maintaining housekeeping store rooms and controlling supplies.
* Schedule hours and assignment of duties for room attendants and housemen in order to provide full service. Improvements to work practices and reduce consumption of supplies.

**House Keeping Supervisor**

2000–2000 Kaya Hotel (5\*) Manavgat, Turkey

* Check room status, make occupancy report and follow up long stay and sleep out rooms. inspecting checkout rooms before reporting them for sale to ensure they are clean and supplies up to standard.
* Check all VIP rooms, occupied and vacant rooms. follow up on maintenance orders with the engineering department. ensure that room attendants trolleys and supplies are allocated.
* Worked extensively with Fidelio system communicating with front office on a regular basis.

**Senior Floor Supervisor**

1998–2000 Club NenaVillage (1st class holliday village) Manavgat, Turkey

* Check room status, make occupancy report and follow up long stay and sleep out rooms.
* Inspecting checkout rooms before reporting them for sale to ensure they are clean and supplies are up to standard.
* Check all VIP rooms, occupied and vacant rooms. Follow up on maintenance orders with the engineering department. Ensure that room attendant’s trolleys and supplies are issued.
* Worked extensively with Fidelio system communicating with front office on a regular basis.

**Floor Supervisor**

1996–1998 Cesar Hotel and Resort (5\*) Manavgat, Turkey

* Supervise the cleaning performed by the attendants to ensure that the highest standards of cleanliness and guest satisfaction are met. Responsible for special guest needs and requests for Housekeeping.
* Insure that all cleaning equipment is in good working condition. Inspecting the public areas to ensure that housekeeping trolleys are put away and in their proper place.
* Inventory and distribution of cleaning supplies and a daily basis.

**Personal Data**

Date of Birth : 28th October 1977

Nationality : Turkish

Languages : English, Turkish