

 **JAN**

**JAN.366397@2freemail.com**

Joining a reputable organization and good team, where I can prove my potentials as a team leader and player as an individual towards the contribution of joint success. And to meet the socioeconomic and technological changes, to enhance my profession adequate, to the global environment, to enhance my skills for my professional growth as well as beneficial for the organization.

**PROFESSIONAL EXPERIENCE**

**Worked as a Housekeeping Supervisor in Capitol Hotel Dubai (Dec 2012-July 2016)**

* Responsible for clear and effective communication between housekeeping and other departments.
* Fill in for staff where necessary.
* Order supplies as assigned by the Housekeeping Manager.
* Report all work orders to engineering/maintenance any and all problems needing repairs.
* Focus on Special Emphasis on Priority and VIP guests.
* Create a courteous friendly, professional, work environment through open line of communication.
* Ensure compliance with safety and sanitation standard.
* Assist Housekeeping Manager in maintaining a monthly linen inventory. Supply inventory should be done once a week (order as needed).
* Approach all encounters with guests and employees in a friendly, service-oriented manner.
* Provide guests with professional, efficient, prompt and courteous service Assign daily tasks to the housekeeping staff.
* Inspect and ensures all rooms have been assigned and serviced each day Coaches employees as required
* Assist the Housekeeping Manager managing the staff company goals and objectives.

**Worked as a Housekeeping Supervisor in Pullman Hotel Deira City Centre Dubai (Jan 2010-Nov2012)**

**1)** Assign workers their duties and inspects work for conformance to prescribedstandards of cleanliness.

1. Investigate complaints regarding housekeeping service and equipment, and take corrective action.
2. Obtain list of rooms to be cleaned immediately and list of prospective check-outs or discharge to prepare work assignments.
3. Coordinate work activities among departments.
4. Conduct orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.

**PERSONAL QUALITIES**

* Highly motivated, dedicated and versatile with excellent communication and interpersonal skills.
* Strong organization ability with sound administration skills.
* Achieving targets and results under pressure within a competitive market place.
* Confident and effective in dealing with general public.
* Effective leadership and management skill.

**I.T SKILLS**

* Strong skills in Opera
* Strong computer skills in Windows MS Word, MS Excel, MS Power Point & Internet browsing.