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| **download?fid=Inbox&mid=2_0_0_1_362619_ANkNiWIAAWlzUB%2FNWgrXtB%2FnUeM&pid=2&tnef=&YY=1344408580652&file_name=antony** | **MARIATH**  [**MARIATH.367468@2freemail.com**](mailto:MARIATH.367468@2freemail.com)  An accomplished & knowledgeable professional aiming for assignments in **Hospitality Management / Operations/ Housekeeping** with an organization of high repute.  ***Well experienced in pre-opening of Star Hotels***. |

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| **SKILLS SET** | **PROFILE SUMMARY** |
| **Hospitality Management**  **Operations & Maintenance**  **Client Relationship Management**  **Training & Development**  **Resource Management**  **Business Operations**  **Service Delivery Management**  **Team Management**  **Guest Satisfaction**  **Strategic Planning** | * A competent professional with over 23 years of experience in Hospitality Management, Hotel Operations & Maintenance, Housekeeping, Client Servicing, Team Management and Business development * Demonstrated abilities in effective monitoring & analysis of business * Proficient in supervising all business operations including providing technical inputs for implementing better business practices * Developing and implementing strategic plans to increase efficiency and effectiveness within a business, organization, or institution * Skilled in handling and maintaining highly confidential & sensitive information * Liaising with clients, senior level executives and other vital contacts * Developing strategy and ensuring that the team members have the necessary education and training to accomplish exceptional performance * Expert in provision of Housekeeping services in accordance to the procedures and protocols of the establishment * Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members * Completed Special training of Leadership training, Fire fitting training, answering telephone, Attending Guest, Handling Guest complaints, HACCP food hygiene training * Managing implementation of business guidelines and strategies; working with other department heads to ensure that everything runs smoothly and in accordance with set guidelines * Supervising and coordinating activities of cooks and other food preparation workers * An effective communicator with good analytical, leadership, interpersonal, planning and problem solving skills |

**CORE COMPETENCIES**

* Looking after end-to-end management of operations as per schedule and ensuring timely completion & delivery of work to management
* Investigating and solving customers' problems, which may be complex or long-standing problems
* Monitoring progress as per scheduled deadlines for various tasks and taking necessary steps to ensure completion within time, cost and effort parameters
* Ensuring that all activities are carried out as per the requirements of organizational policies
* Proven ability in consistently streamlining operations by utilizing & implementing processes that meet company standards and clients’ needs, thereby ensuring profitability, quality and excellent customer service
* Strategy-driven professional with strong business acumen, quality & customer focus, and in-depth knowledge of hotel business in corporate environment and international settings; ability to manage operations to execute business plan in consistent with strategic intent of business while consistently achieving business goals and ensuring best-in-class customer experience
* Adept at strategizing operations that trigger business development
* Spearheading team efforts in enhancing guest satisfaction through prompt resolution of issues and qualitative service delivery
* Creating a positive work environment in line with company’s values, vision and mission to produce a dynamic, driven, motivated and results-orientated workforce
* Enhancing client satisfaction and business generation across diverse organizations; exploring challenging senior managerial assignments with a professionally managed organization
* Functional knowledge of chemicals and cleaning supplies as used in a safe Environment
* Proven ability in consistently streamlining operations by utilizing and implementing processes that meet company standards and clients’ needs, thereby ensuring profitability, quality and excellent customer service
* Proven expertise in creating and developing innovative business strategies to ensure deeper market penetration
* Proven ability to provide a high level of Customer Service surpassing market standards and maintain healthy relationship with peers and competitor
* Preparing schedules for Housekeeping staff and overseeing their activities
* Proven ability to strategize & administer hospitality management functions in terms of revenue forecasting & budgeting, sales & marketing, front office operations, facilities development and enhancement, continual improvement, value creation in services, guest (customer) experience management, facilities management, housekeeping, improvement of service quality & standards
* Inspiring & decisive team manager and collaborative player with strong liaison, communication, interpersonal and problem solving skills; and ability to expedite cross-functional dependencies, relationships with multiple clients

**WORK EXPERIENCE**

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| 2015 – Till Date: A Dadabai Group Hotel Consultancy **Role**: Ex. Housekeeper |

**Key Responsibilities:**

* Providing proper training for the staff with the support of latest information system
* Conducting the daily operation meeting and weekly department staff meeting
* Monitoring the performance of the supervisors and the staffs and bring them up to the maximum standard
* Maintaining the monthly and yearly inventory
* Overseeing cleaning and maintenance activities; and establishing cleaning work routines for the staff
* Conducting inspection on a pre-event basis to ensure to proper cleanliness
* Maintaining budget for Housekeeping department activities
* Briefing and mentoring Housekeeping staff on a daily basis; and training new hires in Housekeeping procedures
* Resolving conflicts and guests’ problems

**PREVIOUS WORK EXPERIENCE**

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| **Jan'2014 – 2015: Atiram Premier Hotel, Bahrain (Blue Safair Management, A Dadabai Group property)** Role: Ex Housekeeper |

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| 2010 – 2013: Best Western Olaya Suites Hotel, Bahrain (Blue Safair Management, A Dadabai group property)Role: Ex. Housekeeper |

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| Jan'2010 – Jul'2010: Lords’ Hospital at Cochin, India **Role:** Ex. Housekeeper |

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| 2007 – 2010: Al Boom Tourist Village Dubai **Role:** Ex. Housekeeper |

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| 2003 – 2007: Flora Group of Hotels, Hotel Apartments DubaiRole: Ex. Housekeeper |

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| 2002 – 2003: Muraghabath Plaza, Bin Hider Group DubaiRole: Ex. Housekeeper |

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| 1999 – 2002: Al Nakheel Hotel Apartments, Bin Hider Group DubaiRole: Ex. Housekeeper |

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| Jan'1997 – Dec'1998: Al Rowada Rotana Hotel, Abu DhabiRole: Housekeeping Supervisor |

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| 1993 – 1996: Beach Rotana HotelRole: Supervisor Trainee |

**EDUCATION/ TRAININGS**

* B. Com from the Board of education, Kerala, India (Not Cleared)
* ITI from industrial training center (Central Govt: India.)
* One year training at TATA OIL MILLS at Kochi (Under all maintenance departments)

**IT SKILLS**

* MS Office
* Fidelio, Win HMS, Fortune, IDS
* Internet Applications

**~References Available On Request~**