***MARY***

***Mary.370889@2freemail.com***

 **CAREER OBJECTIVE: Seeking for a Housekeeping Coordinators’ position;** to be part of a dynamic housekeeping team, where my skills and experience will be utilized to render quality service that will facilitate the accomplishment of the corporate goal of my organization and to grow along with it.

**PERSONAL ATTRIBUTES:** *Excellent communication skills, Reliable, Flexible, Fast at learning and always ready to take up new challenges*

**Relevant Skills**

Computer proficiency: MS word, Excel, Good oral and written communication skills

**2**

**1**

Outlook, Micros Opera, CorelDraw, Photoshop,

Problem solving and resolution skills Customer Service and interpersonal skills

**4**

**3**

to ensure customer’s satisfaction

Good listening & voice modulation skills Able to pay strong attention to details

**6**

**5**

Good at meeting and interacting with people of different nationalities and cultural backgrounds

**7**

**Work Summary**

**SWISS BELHOTEL, SHARJAH (FORMERLY SHARJAH ROTANA HOTELS & RESORTS)**

***6th July, 2014 to 6th July, 2016***

***Al Arouba Street, Rolla, Sharjah, United Arab Emirate.***

**Designation: Housekeeping Coordinator**

**Tasks and Responsibilities**

 I contributed to creating a treasured and a memorable guest experience by:
• I received guest requests from the guests and l delivered the items requested for or any other request promptly
• I followed up efficiently on all guest requests and resolved guest’s problems.
• I always acknowledged the guests’ presence, listened and acted with empathy.
• I relayed the feedback of the guest to the management and strive to exceed the guest’s expectation.
• Demonstrated ability to refer complaints regarding housekeeping and equipment to the concerned personnel and ensured that corrective measures are taken immediately.
• Able to examine the premises to determine the need for repairs and replacements.
• Took care of Departmental keys and guest room master cards.
• Responsible for and answered all telephone calls coming to the Desk promptly and convey the right message to the right person.
• Followed proper telephone etiquette as trained and according to the standard of the hotel
• Maintained and updated the file records related to day to day operations of Housekeeping.
• Followed up with the concerned departments in case of a particular guest requests/ complaints.
• Updated the Housekeeping data board with information like VIP inhouse, Today's
occupancy Percentage, arrivals, departures, to do list, rooms for super cleaning etc
• Made the relevant room status changes on the software as per the instruction given by floor supervisors.
• Prepared the room discrepancy list for Front office.
• Prepared the VIP amenities list.
• Posted laundry charges to the respective guest files.
• Handled the lost and found procedures and all inquiry.
• Changed the room status from Vacant dirty to vacant clean and changing the room status as per requirement.
• Coordinated with Engineering/Maintenance department for room maintenance issues.
• Coordinated with Front office department.
• Had complete information related to all the rooms in hotel.
• Had information of every staff and where they are allotted for the work. E.g. Staff allocated to Floor 1, public area, pool side, SPA etc.
• Gave proper handover to the next shift and mentioned all responsibilities in detail to next shift staff before leaving.

**DOUBLE ESS LIMITED ( A Civil Engineering Company)**

**Jan. 2013 – Dec. 2013** *Lagos, Nigeria*

**Designation: Office Assistant**

**Responsibilities and accomplishments**

* Performed various secretarial/clerical duties such as typing, printing, documenting, photocopying, mailing, and organizing filing system.
* Received and related well with the guests/clients, who came to transact business with the management
* Answered telephone calls professionally
* Booked appointments with the clients and organized meetings
* Planned and made travel arrangement for the clients and the staff as well
* Drafted business correspondence and handled it with extreme care and confidentiality
* Produced the bill of quantities for construction contracts and correspondence from the computer using excel and word packages
* Carried out the office transactions with the bank on behalf of the management
* Deposited cheques in the bank
* Mailed letters to the appropriate destinations
* Took care of staff office space, weekly schedules, phones, credit cards and office keys.
* Made financial report of the cash disbursement to me by the management for

the office expenses

* Well involved in the office routine tasks

**BENKEM MOBILE PHONES & SERVICES**

**Jan 2009 – Jan. 2010** *Lagos, Nigeria*

**Designation: Customer Service Staff**

**Responsibilities and accomplishments**

* Provided information to handle inquiries, requests, queries and complaints of customers efficiently
* Helped to build good customer’s relation
* Assisted customers to get the best satisfaction of our products and services and related well enough with them to ensure continuous customer loyalty
* Assisted customers to make the best choices on products and services, based on my good knowledge of the company, its product and service
* Ensured the customers’ satisfaction before leaving the organization
* Treated customers with a friendly and helpful attitude
* Helped customers efficiently and in a friendly manner

**Educational Qualification**

**Higher****National Diploma (HND) in Business Administration 2010-2011**

*Yaba College of Technology, Lagos, Nigeria b*

***Ordinary*****National Diploma (OND) in Business Administration*****2004 – 2006*** *Yaba College of Technology, Lagos, Nigeria*

**Diploma in Computer Science *2000-2001*** *Lagos, Nigeria*

**High School Leaving Certificate *1994-1999*** *Alimosho Grammar School, Lagos, Nigeria*

**PROFESSIONAL TRAINING AND CERTIFICATION**

**Sky Rocket Training Centre, Business Bay, Dubai 2016**

Secretarial & Administrative Skills

**Rotana Hotels and Resorts, Sharjah U.A.E. 2015**

Human Resource Clerk

**Nigerian Institute of Management (Chartered)*****2013***

*Proficiency certificate in Management*

**Personal Information**

**Date of Birth :** 6th March, 1981

**Gender :** Female

**Languages** **:** Fluent in speaking, writing and reading English Language. Speak basic

words in Arabic and few words in Hindi.

**Other skills :** Ability to pay strong attention to details, Proactive and initiative abilities, Interpersonal skill, Good at recognizing and respecting differences, Able to build effective relationship with colleagues and peers, Willing to undertake responsibilities and operational data task, Able to multi-task, Ability to motivate people towards achieving group goals, quick at learning new things, applications and procedures

**Good qualities :** Approachable, sociable, flexible and adaptable personality characters

**Interests :** Learning new cultures and languages, meeting and interacting with different group of people, Training and Career Development etc