

AREAS OF EXPERTISE

*Cleaning room Mopping floors Customer service Room service Guest relations Staff management*

PROFESSIONAL

*Fluent in English and French, Basic Arabic*

 *First Aider*

PERSONAL SKILLS

*Trustworthy Thorough Presentable Articulate*

CONTACT

*M: c/o Ms. Rowena 97150168421*

*E:* *tanyi.376925@2freemail.com*

Tanyi

Housekeeping Supervisor

PERSONAL SUMMARY

A confident and approachable individual who has the commitment, enthusiasm and energy needed to succeed in a role as a Housekeeping Supervisor. Maxine can develop a housekeeping team to deliver a high level of service. He has experience of looking after a hotel that has over 200 bedrooms, including 12 suites and has a fully equipped Gym with pool. As a true professional he will always be a 'hands on' part of the Housekeeping Team. Right now he is looking for their next step in what to date has been a very successful career and wants to join a reputable hotel.

WORK EXPERIENCE

***Arcadia Hotel Suites – Sharjah***

HOUSEKEEPING SUPERVISOR Nov 2016 – Present

Responsible for supporting the Housekeeping Manager in the smooth running of the housekeeping department.

***Duties****:*

* Inspecting guest rooms and public areas after they have been cleaned by a Housekeeper to ensure quality standards.
* Making sure that guest’s bedrooms, corridors and public areas are serviced in

accordance with the company’s standards.

* Evaluating, counseling, motivating and coaching employees.
* Following all company and safety and security policies and procedures.
* Reporting any maintenance problems, safety hazards, accidents, or injuries to senior managers.
* Organizing staff rotas.
* Report any hygiene issues and following up as necessary.

 ***Akaw palace – Douala Cameroon***

HOUSEKEEPING ATTENDANT Aug 2013 – Jun 2016

KEY SKILLS AND COMPETENCIES

* Ensuring high levels of attention to detail and professionalism.
* Smart in appearance as well as professionally confident, polite and welcoming at all times.
* Have a full command of English.
* Have exceptional customer and service standards.
* Passionate about customer care and offering a first class service to guests.
* Aware of all relevant Security, Health and Safety issues.
* Attention for detail and a passion for continuous personal improvement.
* Possess strong organisational skills with a keen eye for detail.

ACADEMIC QUALIFICATIONS

# Advanced Level Certificate

 Ordinary Level Certificate

REFERENCES – Available on request.