**Thomson**

**Dubai, United Arab Emirates**

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**Career Objective:**

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals.

**Special Skills**

* Excellent communication skills (verbal and written) with guest, team and associates
* Flexible in working morning/evening shifts during weekdays and weekends
* Productive and active when working independently and as part of a team
* Able to prioritize ,organize and follow-up
* Perform job functions with excellent attention to detail, speed and accuracy
* Adhere to company’s policies and procedures
* Respond quickly in emergency situation

**Work Experience**

**September 2016-February-2018**

* **Pre-Opening | Housekeeping Senior Supervisor atThe Westin Dubai Al Habtoor City Dubai, United Arab Emirates (Marriot International Inc.)**

**Duties andResponsibilities:**

* Reviewsstatus ofassignmentsandanyfollow-up actionwithassistant housekeeper.
* Undertake other duties as and when assigned by the executive housekeeper or assistant director of housekeeping.
* Monitors assigned staff attendance records and documents any lateness or absenteeism.
* Conduct training for staff as assigned
* Report staff disciplinary problems to superior and participate in the counseling to staff
* Responsible for the completion of all paperwork and closing duties before end of shift.
* Responsible to supervise, train and inspect the work of assigned room attendants to ensure that all tasks are completed in accordance tohotel’s standard.
* Check room attendants cart for proper supplies, neatness, cleanliness and mechanical problems.
* Taking care of monthly inventories of machineries and supplies.
* Maintaining the guest corridors and public area.
* Giving proper room legionella records to engineering department.
* Report any suspicious character loitering along the guest corridor.

**November 2014-August 2016**

* **Re-Opening| Housekeeping Supervisor At The Sheraton Grand Doha Resort &Convention Hotel,Doha,Qatar**

**(Starwood Hotels &Resorts Worldwide)**

**Duties andResponsibilities**

* Allocate work duties to team members.
* Perform routine inspections of all check out room &spot checks of all occupied rooms.
* Inspect routinely ,service areas , pantries , maids trolley and corridors
* Provide excellent guest services include vip&other special request like honeymoon setup etc.
* Manage and train room attendants and other team members to ensure their performance is to the standards required.
* Schedule extra cleaning for staff on daily basis
* Give priority for arrivals rooms and if guest is asking for service put that rooms in rush in rex
* Maintain inventories for baby crib, extra bed, shift keys, minibar consumption, check ice machines and dish washer machines are working condition
* Report lost and found items to the housekeeping assistance and if valuable items are their then deposit the same at the security department. Inform the shift in charge supervisor about the same
* Turns in discrepancies with front desk daily before the end of the shift
* Report to guests request and complaints
* Ensured highest standards of cleanliness and quality, maintained high score in guest surveys and regular company inspections.

**December 2013-July 2014**

* **Housekeeping Trainee Supervisor At The Vivanta By Taj, Madikeri, Coorg**

**(Taj Hotels Resorts and Palaces)**

**Duties andResponsibilities:**

* Handlethetasksofcreating dailyroom attendant boards.
* Preformresponsibilities ofchecking minibarsandproviding chargelistto front officeforpostingtoguest account.
* Inspect occupieds and arrival rooms.
* Give training to new commers.
* Check any maintenance in the public area and rooms.
* Take care of the public area and resort area.
* Distribute the linen.
* Responsibleforproviding trainingto roomattendants aswellasmonitoring their dailyactivities.
* Handledthedailyopening andclosing ofhotel operations.
* Responsibleforassigning guestsneedsinatimely manner.

**June 2012-November 2013**

* **Pre-Opening | Housekeeping Team Member At The Vivanta By Taj, Madikeri, Coorg (Taj Hotels Resorts And Palaces)**

**Duties andResponsibilities:**

* Greet every guest with a smile and friendly hello, even when busy.
* Monitored and maintained cleanliness of assigned work areas.
* Utilized cleaning chemicals for designated surfaces.
* Cleaned guest rooms by category priority
* Restocked supplies in rooms, housekeeping carts, and supply closets.
* Answered guest requests for additional supplies.
* Kept corridors and lift landing areas clean.
* Clean rooms completely , started at furthest point from door and cleaning, wiping or vacuuming every surface while checking for damages
* Emptied trash containers and ashtrays
* If any lost and found articles found in the room submits that to desk and inform supervisor
* Follow the supervisor instructions

**December 2010-March 2011**

* Industrial Trainee At The Hotel Royal Orchid, Bangalore

Front Office Trainee, December-January

Housekeeping Trainee, February-March

**Education**

**2008-2012**

* Bachelor Of Hotel Management Degree,

Sarosh Institute of Hotel Administration, Mangalore: Mangalore University

**Training**

* Training Skills Workshop-April 10th,11th&12th 2016
* Rex,Hotsos(Emea)-January 2015
* The Sheraton Brand Standards-November 2014
* Safety &Security –February 2013
* Ecolab Training-November 2014
* Housekeeping Butler Service-February 2014
* Health &Safety –March 2013
* Taski Training-August 2012
* Johnson Diversy-August 2012
* Taj Hotels Resorts And Palaces Standards­-June 2012
* Opera-February 2013
* Apm(Amadeus Property Management) &Oracle I-Procurement Orion-July 2012
* Basic Vegetable &Fruit Carving-July 2010

**Languages and Technical Skills**

* English,Hindi,Konkani&Kannada-Verbal &Written Fluently
* Rex,Hotsos(Emea),Opera 5,Oracle,Gsts,Pms(Property Management System) Apm(Amadeus Property Management)

Microsoft Office Word, Excel, Outlook, Windows, Internet

**Interest**

* Swimming,Cinema,Music,Travelling

**References**

* Available Upon Request

**Personal Information**

* Birth Date 6thOctober 1990
* Marital Status Single
* Citizenship Indian
* Visa Employment Visa