**CURRICULUM VITAE**



**Benard**

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**CAREER OBJECTIVE**

Seeking a challenging career in travel and tourism industry with a growth oriented company.

**PROFFESIONAL QUALIFICATIONS**.

* Certificate in Housekeeping and Laundry at Kenya Utalii College, from the year 2000 to 2002.
* Kenya Certificate of Secondary Education at Nyaguku Secondary School from the year 1994 to1999.
* Kenya Certificate of Primary Education at Tombe primary school from the year 1986 to 1993.

 **PROFFESIONAL EXPERIENCE**.

1. **IFA Residential services** worked as **Housekeeping Supervisor**started on **12th November 2015** to **12th August 2018**My responsibilities included;
* Establish and maintain housekeeping schedules and assign employees to areas for various housekeeping duties; conduct comprehensive inspection to check the completion of work assignments.
* Ensure that assignments are appropriately staffed and that employees have adequate supplies and equipment for completion of assignments.
* Discuss general housekeeping procedures with personnel of the assigned area; recommend and implement changes in procedures.
* Maintain records and submit reports concerning personnel, equipment, supplies, expense, and general housekeeping activities.
1. **Emirates Airline** Promoted to Business class from **21st June 2012** to

**05th** July 2015. My Responsibilities included but not limited to:

 - Ensuring Safety of both the passengers and crews

 - Deliver the highest standards of professionalism in work to ensure the

security of the passengers and colleagues

 - Taking care of emergencies while on board

 - Inflight Public Relations

 - Food and beverage Services in Business Class

 - Sales and Services of Duty Free Items On board.

1. **Emirates Airline** Worked as a Cabin Crew (Steward 1 working in economy class from **11th November 2010** to **21st June 2012**. My Responsibilities included:

 - Ensuring Safety of both the passengers and crews

 - Deliver the highest standards of professionalism in work to ensure the

security of the passengers and colleagues

 - Taking care of emergencies while on board

 - Inflight Public Relations, Food and beverage Services mainly economy class

1. **Media One Hotel** worked as a **Housekeeping Supervisor** from **10th June 2009** to **05th November 2010** My Responsibilities included:
* Check-in procedures.
* Check-out procedures
* Attend to Guests’ enquiries, requests, complaints and compliments
* Attend to crisis or emergency situations and perform service recovery
necessary actions.
* Helping in supervising Reception personnel to ensure optimum occupancyand average room rate for purpose of maximizing revenue.
* Monitors Front Office personnel to ensure guests receives warm attention and personal recognition
1. **Westin Dubai Mina Seyahi** hotel working as an **Executive Club Housekeeping and Laundry Butler** from **10th April 2008** to **20 June 2009.** In this 5star Starwood hotel my responsibility include taking care of the executive suites guests in the following aspects;
* Monitor and ensure the training of new personnel.
* Supervises housekeeping services including cleaning, mopping, scrubbing, sanitizing, etc., in stairways, hallways, offices and labs.
* Ensures that common areas including conference rooms, lobby and waiting areas are clean and free of trash and debris.
* Ensure wastebaskets and trash boxes are emptied and staff offices are cleaned daily.
* Participate in the preparation of meeting areas for meetings, seminars, and other staff/client functions.
* Inventories and orders supplies and equipment necessary for the day-to-day operation.
* Performs miscellaneous job-related duties as assigned.

**6**. **Burj -Al -Arab** hotel worked as a**Housekeeping and LaundryButler** from **Sept 2005** to **March 2007**.

In this most luxurious hotel in the world and the iconic symbol of U.A.E and Dubai’s

tourism industry, my responsibility included;

- Closely taking care of the guest and his needs during his entire stay

- Coordinating with front office and housekeeping in servicing the guest rooms and updating his bills for smooth operations.

- Assisting the guest in making an itinerary for his entire stay.

- Inspection of guest rooms and releasing them.

- Making restaurant reservations, booking for golf courses, safaris for guest.

**7. Emirates Palace** Hotel worked as a **Housekeeping and Laundry Supervisor** and later as a**Concierge** from **Nov 2004** to **Sept 2005**. In this stylish design hotel with the

 State- of –the- art facilities, my Responsibilities included;

 **HousekeepingLaundry:**

- Training of new recruiters.

- Scheduling Departmental Appraisals.

- Following work orders.

- Duty roster preparation.

- Allocation of Duties.

- Updating the time and attendance sheet.

- Inspection of guest rooms and releasing them to Front Office

**Concierge:**

- Shift –in –Charge.

- Coordinating international Newspaper print outs as per the guest request.

- Arrival and departure luggage handling.

- Arranging airport transfers.

 **8. Marble Arch** hotel worked as **Executive Housekeeper** from

 **Dec 2003** to **Oct 2004**.In this renowned hotel in the Kenyan capital,

 My duties included;

- Representing the housekeeping department in the executive committees.

- Reviewing the S.O.Ps for the department.

- Departmental appraisals.

- Budgeting for the department.

- Overall in-charge of the department.

 9. **Imperial** hotel worked as a **pre-opening laundry manager** from

 **Oct2002** to **Nov 2003**. My responsibilities included;

- Making the S.O.Ps

- Assisting the HR department in hiring the department staff

- Conducting the departmental trainings

- Fully in-charge of the department in terms of operations, maintenance, safety, budgeting and costing.

 **PERSONAL INTRESTS**

 I have obtained a Red Cross certificate in community based first aid. I have a high degree in self-motivation and strong work ethic. My interests include traveling, making friends, helping the needy and participating in community based projects.

Through my experience, I have developed interactive communication skills necessary to work in a team environment of different cultures, believes, religion and opinion. I enjoy being associated with people, actively involved in whatever I do and answering all the questions related to what I do. I am able to work under pressure to meet strict deadlines.