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|  |  |  |  |  |  |  |  |  | ***CURRICULUM VITAE*** |  |
|  | **Personal** |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | ***BILAL***  |  |
|  | **Information** |  |  |  |  |  |
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|  | **Date of Birth** | **15/11/1982** |  | **Amman – Jordan** |  |
|  | **& Place** |  |
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|  | **Nationality** |  | **Jordan** |  |  |  |  |  |
|  |  |  |  |  |  |
|  | **Marital Status** |  | **Married** |  |  |  |  |  | **Bilal-395061@2freemail.com** |  |  |
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|  | **Religion** |  | **ISLAM** |  |  |  |  |  |  |  |  |  |
|  | **Job Objective** |  | **Looking to work as a Soft Services Manager, for reputable organization with mission based** |  |
|  |  |  | **On great customer service and care, holding this position in a company I believe in, utilizing** |  |
|  |  |  | **my qualification and previous experience, shall prepare me to take on expanded team** |  |
|  |  |  |
|  |  |  | **leadership responsibilities ahead.** |  |
|  |  |  | **Over 12 years of experience, in Managing and Supervising Catering - Housekeeping -** |  |
|  | **Experience** |  |  |
|  | **In Short** |  | **Laundry Projects, at various GCC Facilities (Hospitals & Health Care Centers, Universities, Hotels),** |  |
|  |  | **Delivering highest international techniques and standards of Cleaning & Pest Control – Catering &** |  |
|  |  |  | **Food Safety – in addition to the other support services.** |  |
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|  | **Educational** |  | **Diploma in Hotel Management From Middle University College – Amman – Jordan** |  |
|  | **Qualification** |  |  |
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|  |  |  | **** | **HACCP & Food Safety Certification from Johnson Diversey.** |  |
|  | **Attended** |  |
|  |  | **** | **Participated in (WE CARE ) Customer Services Program and Choosing To Implement This Philosophy at Tawam** |  |
|  | **Courses &** |  |  |
|  |  |  | **Hospital Approved By California Board USA .** |  |
|  | **Training** |  |  |  |
|  |  | ** Attended Training For The Correct Handling , Application , Environment and Health & Safety** |  |
|  | **programs** |  |  |
|  |  |  | **Practices Of ( ARPAL ) Products .** |  |
|  |  |  | ** Participated in an English language course, at Higher college of technology – Al Ain – ( 20/11/2007 –** |  |
|  |  |  |  | **29/04/2008 ) .** |  |  |  |  |  |  |  |  |
|  |  |  | ** Completed successfully a customer services principles and techniques Course, at the chamber of** |  |
|  |  |  |  | **commerce and industry - Abu Dhabi - From Smart Solutions Management and Consultancy Services** |  |
|  |  |  |  | **( May 2008 ) .** |  |
|  |  |  | ** Attended the workshop of the infection control and process for suspected case of influenza A (H1N1), at** |  |
|  |  |  |  | **khalifa auditorium - UAE University – Al ain, accredited by health authority of Abu Dhabi .** |  |
|  |  |  | ** Attended a work place safety monitoring workshop, at Tawam Hospital – Environmental Health and** |  |
|  |  |  |  | **Safety Dept- April 2010.** |  |
|  |  |  | ** Completed successfully a course in the Basic Medical Terminology, held at Tawam Hospital –** |  |
|  |  |  |  | **Education & Training & Development Dept, March – April 2010.** |  |
|  |  |  | ** Certificate from British institute of Cleaning Science (BICS) 2005.** |  |
|  |  |  | ** Participated in the training course of Negotiation Skills – At Tawam Hospital, 23/24 – 12 – 2009, from** |  |
|  |  |  |  | **Al Maliki for training and development.** |  |
|  |  |  | **Participated in the training course of Supervisory Skills, at Tawam Hospital, 10/11 – 02 – 2010, From** |  |
|  |  |  |  | **Al Maliki for training and development.** |  |
|  |  |  | **Participated in the training course of Heart Saver (Certificate of Cardiopulmonary Resuscitation), From Saudi** |  |
|  |  |  |  | **Heart Association, 29th October 2015.** |  |
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|  | **Skills** |  | ***Language :-*** |  |  |  |  |  |  |  |  |  |
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|  |  |  | ▪ | **Arabic** |  | **: Mother Tongue.** |  |
|  |  |  | ▪ | **English** | **: Fluent*.*** |  |
|  |  |  | ***Computer literate :-*** |  |  |
|  |  |  | ▪ | **Holding ICDL Certificate From Canadian Center.** |  |
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**Professional Experience**

* ***Manager, Catering & Housekeeping:* Soft Services (F&B and Cleaning)**

 **(18/10/2014 – 05/11/2017).**

* ***Scope Of Work:***
* Responsible for full location operations.
* Work performed is categorized as being Technical & Administrative.

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| **** | **Principal Accountabilities:** | **Achievements (HACCP – JCIA - CBAHI)** |  |
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**Check and inspect facility daily operations:**

* **Housekeeping:**

**Manage** and supervise cleaning operations ( housekeeping services), Pest Control, Laundry Services,Working to the Operating standards, with over 700 cleaning janitors and supervisors deployed throughout the facility, and performance of their daily routine and weekly general cleaning & disinfection activities. **Conducting** daily full inspection and weekly audits throughout the hospital premises– patient’s facilities,andHospitals Camps as ‘necessary to ensure proper housekeeping &Pest control and hygiene and maintenance As per Hospital standards and requirements.

**Dispatching** and setting services schedules, staff allocations, creating daily and weekly and monthly Cleaningschedules, assigning tasks, Reporting Malfunctions, ordering supplies, training employees, and Investigating clients complains using Unique problem solving techniques and disciplinary actions.

**Training** cleaning janitors and supervisors on the standard cleaning procedures, techniques, technologies, notOnly in health care facilities, but in various projects such airports, universities, hotels, stadiums, etc. training may include but not limited:

* Cleaning / disinfection of patients rooms (Occupied & discharged – isolation occupied & discharged).
* Floor care techniques: Sweeping, mopping, buffing, polishing, waxing, stripping, crystallization, etc.
* Machines operations and preventive maintenance: buffing, scrubbing, rinsing, facades machineries, etc.
* Waste management and disposal, color coding, chemicals dilution, PPE, MSDS, Hazardous materials,

spillage Kits, infection control and isolation precaution, etc.

**Recruitment** of multi nationalities cleaning janitors and supervisors, travelling abroad to hire for theThe operation as needed, in addition to turning over individuals with poor performance on site Based on their Evaluation and replacing them by talented, ambitious crew.

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* **Catering:**

**Manage** and supervise catering units and kitchen's daily operations :(Food receiving, Storage, preparationAnd service, cleaning & sanitation, infection control & staff personal hygiene), with over 90 catering professionals: Supervisors - nutritionists – Food Handlers – Attendants - Servers, and Their performance in accordance With the hospital standards and HACCP system implementation.

**Plan** and set food menus for a maximum period of one month (Breakfast–Lunch–Dinner–Snacks) considering various cuisines (Oriental – Continental – Asian - Other ), and coordinate with the Food handlers on the proper recipes, in addition to negotiating and finalizing Pricing of Planned Menus with caterers to be within budget and Product is sourced from caterers at Least cost. Plus Carrying out detailed analysis on cost incurred for Food Product to ensure appropriate cost Control action is initiated and Value for money delivered, and eventually achieving good quality At low cost and maintaining high standards of hygiene and customer satisfaction.

**Steady** knowledge in the food handling recipes(Cooking) practically(Oriental-Continental-Asian) Cuisines, Consequently able to identify most skilled and professional handlers during the Interview Process to Hire for the operation.

**Planning** events from the kitchen point to the event hall and the appearance of the hall before andduring the event, and determine number of employees needed for each event, and designing the Seating and buffet menu in coordination with the client desire, and communicating with vendors For needed equipment and supplies.

**As HACCP** certified, taking the leadership of catering subordinates to be fully prepared forHACCP survey, and implementing the requirements of the survey: (HACCP Manual, PPG update, Assembling HACCP team, flow diagram, HACCP Principles, etc.) consequently the operation Have been certified and accredited by HACCP international Surveys for 2 subsequent years. **Training** catering individuals on the following aspects:

( HACCP & Food Safety, Personal hygiene, Recipes and styles of cooking, Napkin Folding, Cleaning & Sanitation).

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**Very** positive and commendable roles, by taking part in many accreditations surveys,

(**JCIA** – **CIBAHI** – **HACCP**),The contributions & roles have been focused on conducting gap analyses And KPI and building action plan in addition to updating the department's policies and procedures,

And working on the target improvement as needed, and working with subordinates closely to overcome obstacles through extensive educational and departmental training, plus evaluating and refining the process along with the multidisciplinary team from various departments and Disciplines, and using mock surveys to assess the general readiness and performing the final Modifications based on the result of the mock survey, and eventually passing these accreditations Surveys successfully.

**Management** & Supervision of **Housing** & **Transportation** and **Communication** departments withTheir Full responsibilities as per the hospital standards and requirements.

* ***Manager, Catering & Housekeeping: :* Soft Services (F&B and Cleaning)**

**Amman – Jordan ( 25/09/2012 – 03/10/2014).**

* Similar responsibilities of Mouwasat Medical Services Group.
* ***Asst Manager, Catering & Housekeeping:* Soft Services (F&B and Cleaning)**

 **Engineering Contracting Company- Main Contractor, in Princess Noura University, Al Riyadh, Saudi Arabia (20/01/2011 – 02/05/2012).**

* **Principal accountabilities:**

**Supervision** of contracting companies (contractors), delivering a consistent level of services in units

of soft services( catering & cleaning ) operations throughout Assigned buildings of princess noura university to The agreed KPI performance, qualitative and financial targets, And monitoring performance of their daily Operations To be as per the contracts specifications and regulations, and ensure environmental Cleaning, Pest control services.

**Planning**, organizing and directing the contractor's team members to ensure the highest degree of guest satisf

**Assigning** tasks, recommendations, for thecontractor’sindividuals on daily basis, and writing

Evaluation reports to the higher management, about delivered services.

**Investigating** into complains received by the customers and making decisions in order to ensureAn extreme customer satisfaction.

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* ***Asst Officer, Catering & Housekeeping:* Soft Services (F&B and Cleaning)**

**Abu Dhabi, UAE, ( 12/03/2005 – 17/10/2010 ) .**

* **Principal Accountabilities:**

**Monitor** and supervise the execution of **Catering**, **Housekeeping**, **laundry** contracts at InspectFood preparation areas kitchens, mess halls, quality and quantity of food to ensure adequate standards of cleanliness, hygiene and taste in compliance with contractual provisions & HACCP, and supervises day to day Housekeeping/Pest control/ laundry work in the hospital units, with roughly 800 contractor staff etc. **Planning** menus in coordination with chefs and ordering supplies as required, and monitoring the quality ofthe product and service provided.

**Manage** the daily activities of the Housekeeping department to include appropriate cleaning of patientRooms, Seating areas, washrooms, hospital camps, suites, and all public spaces, etc.

**Conduct** and record quality checks by carrying out frequent kitchen audits on the food product for quality,quantity in compliance to agreed food product specifications, menu card contents, analyze residual meal Uptake to minimize waste, and initiate corrective action, where required. Record audits issues in the Performance Management system to monitor and track contractor performance.

**Training** Contractor’s Staff on the principles of the **Housekeeping** {Cleaning policy and procedures,Infection Control, Color coding, waste management, Floor Wax, Chemical dilution,etc} and **Catering**

( Food Safety, Personal hygiene, Recipes and styles of cooking, Napkin Folding, etc} in accordance with the hospital standards and in order to be implemented on site.

* ***Housekeeping Supervisor* :**

**Ambassador Hotel 4 Stars – Jordan – ( 05/10/2003 – 06/11/2004 ). Hospitality & Cleaning Services**

**Providing** customer and personal services, and coordinating work activities among departments, and obtain liof rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignment, etc

** *Additional:*** **UAE/Saudi/Jordan Driving Licenses.**