

CURRICULUM VITAE

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CAREER OBJECTIVE

To improve my skills and knowledge in a company where I can grow professionally and personally I seek challenging opportunities where I can fully use my skills for the success of the organization. I want to succeed in an stimulating and challenging environment that will provide me with advancement opportunities. As a superb communicator I am able to think, communicate and present information effectively to people from all social backgrounds.

WORK EXPERIENCE:

ST. ANDREWS COUNTRY CLUB – BOCA RATON, MIAMI - UNITED STATES

Housekeeping Supervisor - Internship

May 2023- May 2024

- Resolve customer complaints related to housekeeping services
- Address maintenance issues and report to the maintenance department
- Monitor and ensure compliance with occupational health and safety standards
- Perform administrative tasks such as timecards, attendance and payroll
- Collaborate with other departments to ensure facilities are maintained to high standards
- Supervise and train housekeeping staff, including scheduling and assigning tasks
- Ensure all rooms and common areas are cleaned and maintained to high standards
- Develop and implement cleaning procedures and protocols
- Conduct quality control checks to ensure work meets established standards
- Manage inventory of cleaning supplies and equipment's, including requisition of stocks

WYNDHAM HOTEL AND RESORTS- QATAR

Housekeeping Supervisor

Jun 2022 to April 2023

- Supervise and train housekeeping staff ,including scheduling and assigning tasks
- Ensure all rooms and common areas are cleaned and maintained to high standards
- Develop and implement cleaning procedures and protocols
- Conduct quality control checks to ensure work meets established standards
- Manage inventory of cleaning supplies and equipment's, including requisition of stocks
- Resolve customer complaints related to housekeeping services

- Address maintenance issues and report to the maintenance department
- Monitor and ensure compliance with occupational health and safety standards
- Perform administrative tasks such as timecards, attendance and payroll
- Collaborate with other departments to ensure facilities are maintained to high standards

CONCORDE HOTELS DOHA, QATAR

Housekeeping Supervisor

Mar 2019- Nov 2020

- Report to the housekeeping manager
- Offer high quality customer service
- Holding meetings with housekeeping staff to discuss their job functions
- Listening to ,understanding and clarifying guest concerns .inspecting the cleanliness
- Approaching guesting in an attentive ,friendly ,courteous and service oriented manner
- Making sure all guest room have appropriate supplies and linens
- Supervising the disposal of trash and waste
- Delegating work to meet business objectives and goals
- Maintaining a high standard of personal appearance and grooming
- Training new members

HYATT REGENCY CREEK-DUBAI

Housekeeping Coordinator

Dec 2017 - Mar 2019

- Answer department telephone within 3 rings ,using correct salutations and etiquette
- Creating Am and turndown services
- Update rooms in Opera system
- Input all guest requests in the intendant
- Handle basic administrative duties
- Meet service challenges and take care of guest concerns
- Develop personal effectiveness at operations level
- Work in team with the supervisors to ensure all rooms are ready in the system
- Communicate and relate well at work place
- Aid customer service over various platforms

FOUR POINTS BY SHERATON BUR-DUBAI

Telephone Operator/Order Taker

May 2014 to Nov 2017

- Answering phone and email inquiries and queries in a professional manner
- Direct calls to guests, staff, and another department s
- Good understanding and telephone etiquette
- Follow up Monthly reports and budgets
- Prepare room discrepancy and email concerned departments like sleep outs
- Monitoring of the use of all supplies and equipment
- Posting guest laundry charges and dry cleaning and monthly billing as well

- Attend and participate in training sessions as assigned by Executive housekeeper
- Maintain the office clean and neat

TRUE BLUE SOLUTIONS-NAKURU, KENYA

July 2012 to Aug 2013

RECEPTIONIST

- Making Bookings /Room reservations for the hotel
- Running Booking and Daily reports
- Organizing housekeeping Daily Reports
- Maintaining Departmental Records (Leave Days, Sick Leaves & Employee Details)
- Doing Payroll for the employees
- Responsible for Month end reports
- Keeping bookings up to date and accurate nature
- Doing office purchase supplies and filling the receipts for future reference

SKILLS:

- Excellent in English Communication skills
- Knowledgeable in MS office (Excel, PowerPoint, Word, Outlook)
- **Knowledgeable in Micros soft Opera and POS**
- Motivation, Enthusiastic and Energetic
- Committed team player, Honest and reliable

EDUCATIONAL BACKGROUND:

- 2012: NIBS College
- 2011: Chacha Computer College.
- 2008 to 2011 Mwaani girls' high school.
- 1999 to 2007 Kiambani primary school.

TRAINING AND SEMINARS ATTENDED

- Fire prevention and firefighting –Dubai Civil Defense
- First Aid –Medic First Aid for Healthy and safety on how to use **AED, CPR and Health safety**
- **Safe Staff –Serve Safe Training –United States**

REFEREES

- Reference upon request.