

Steven Malowa

Housekeeping Manager

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SUMMARY

Hospitality Specialist adept in all aspects of successful customer service and operations management and bringing forth several years of industry experience and expertise in managing staff and organisational functions. Equipped with a diverse and promising skill-set, conducive to creating positive team relationships resulting in optimal customer relationships and guest experience.

EMPLOYMENT HISTORY

Assistant Housekeeping & Laundry Manager Complex Housekeeping, Hilton Hotels & Resorts	Feb '19 — Mar '25 Dubai, United Arab Emirates
Housekeeping & Laundry Supervisor Hilton Hotels & Resorts	Aug '18 — Jan '19 Dubai, United Arab Emirates
Housekeeping & Laundry Supervisor Marriott Hotels and Resorts	Jan '18 — Jul '18 Dubai, United Arab Emirates
Laundry Team Leader Fairmont Hotels and Resorts	Jan '13 — Dec '17 Dubai, United Arab Emirates
Laundry Attendant F.C.S GmbH	Nov '10 — Nov '12 Afghanistan
Housekeeping Attendant SAFARI PARK HOTEL	Oct '08 — Oct '10 Nairobi, Kenya

EDUCATION

Kenya Utalii College (GPA: Graduated with Distinction)	Nov '04 — Jul '08 Nairobi, Kenya
IATA Development & Training Institute (GPA: Graduated with Distinction)	Aug '01 — Sep '04 Nairobi, Kenya

CERTIFICATIONS

International Air Freight, IATA Development Training Institute
International Air Freight Certification, Trans Eastern Airlines Aviation College
Certification in International Air Freight, Ticketing and Passenger Handling, National Training College
Certification in Flight Ticketing and Passenger Handling

AWARDS

Jan '01

PROJECTS

Hotel Pre Opening , St. Regis Hotel	Jan '18 — Jul '18 Dubai, United Arab Emirates
<ul style="list-style-type: none">Hotel set up.	

SKILLS & INTERESTS

Languages English, French, German
Hobbies Writing, Sports, Photography, Travel
Management Skills Strategic Planning, Service-focused, Analytical Leader, Sustainability Standards, Operations Training, Equipment Maintenance
Personal Attributes Creative, Innovative, Complex problem solver, Adaptability
Interests Operations and Training, Customer support

REFEREES

References

- References available upon request.