



**Arif Shaik**

## **Housekeeping Supervisor**

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### **EDUCATION**

BHM in 2014

Acharya Nagarjuna University(AP)

### **PROFESSIONAL CREDENTIALS**

- Completed OJT at The Leela kovalam, Kerala in India
- Successfully completed Crosse exposure Training as Trainee Supervisor at MADINAT JUMEIRAH (Al Qasr)

### **COMPUTER SKILLS**

- Opera hospitality software
- Windows, MS-Office

### **LANGUAGE SKILLS**

- English, Hindi, Telugu, Malayalam.

## **INTRODUCTION**

Housekeeping Professional with over 8 years of strong experience and skills gained from top-class 5-star Luxury brands in UAE and India and a BHM in Hospitality.

Consistently exceeded expectations through hard work and constant learning and have earned a number of awards and accomplishments for my work.

## **SKILLS SUMMARY**

- Responsible for the supervision and coordination of the housekeeping attendants by making sure that these services are available and carried out with the utmost efficiency.
- Interaction with suppliers and contractors.
- Help in maintaining record of all deep cleaning work i.e. window cleaning, carpet shampooing, drapery cleaning, mattress turning, bedspread cleaning, and blanket cleaning and general rooms cleaning.
- Follow-ups on all out of order rooms.
- I ensure correct distribution and control of master keys.
- Conducting inspections of corridors, public areas, back of the house and rooms to ensure proper cleaning.
- I ensure that all equipment is well maintained and handled correctly.
- Handling guest complaints in accordance with the customer feedback SOP's. Reporting all complaints to Housekeeper Manager.
- I ensure the availability of resources to carry out all tasks
- I ensure guest requirements are determined & met.

## **COLLEAGUE HANDLING**

- I ensure that all colleagues report for duty punctually wearing the correct uniform and nametag at all times.
- I assist in the building of an efficient team of colleagues by taking an active interest in their welfare, safety and development.
- I ensure that all colleagues provide a courteous and professional service at all times.
- I supervise the colleagues with the department ensuring that the correct standards and methods of service are maintained.
- Ensure all colleagues have a complete understanding and adhere to the hotel's policy relating to fire, hygiene, health and safety.
- Conducts colleagues' evaluations for all housekeeping staff to review their general performance, discuss existing performance and areas of improvements by conducting probationary, bimonthly and yearly appraisals.

## PERSONAL ATTRIBUTES

- I am an excellent communicator, with a friendly personality
- I am very happy interacting with and helping guests
- Self-confident and motivated to take up challenging assignments
- Capable team player to work with people at all levels with strong interpersonal and communication skills
- Able to work efficiently under pressure and tolerate stress.

## PASSPORT & VISA DETAILS

- I hold a valid Indian passport

## PERSONAL DETAILS

- Marital Status: Married

## PROFESSIONAL REFERENCES

- Can be provided on request

## Training & Quality

- Ensure that all colleagues in the department meet the requirements set by Burj Al Arab Quality Manual for Training, and ensure housekeeping colleagues achieve on average 06 hrs training per month.
- I assist in the training of the colleagues ensuring that they have the necessary skill to perform duties with the maximum efficiency.
- Developing training plan that enhance staff performance and motivate them to be more effective in their work.
- Monitors the result of monthly checklist and maintaining positive feedback by consistently provided quality service to our guests

## ADMINISTRATIONAL

- Assists in all the administrative aspects of the department ensuring that necessary clear and concise records are maintained.
- Documents Control Changes.
- Responding all emails

## ACHIEVEMENTS AND AWARDS

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- Winner of MADINAT JUMAEIRAH FITNESS CHALLENGE.
- Learning and coaching.
- Department and Trainer.

## WORK EXPERIENCE

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**Housekeeping Supervisor(Departmental Trainer) at MADINAT JUMEIRAH Dubai Sep 2019 to Feb 2023.**

### **Housekeeping Team Leader**

- MADINAT JUMEIRAH (DAR AL MASYF), Dubai 1 Jan 2018 to 31 Dec 2018.

### **Housekeeping room associate**

- FLORA PARK HOTEL APARTMENT Dubai.  
Jun 2015 to until Jun 2017.

### **Housekeeping associate**

- LEELA KOVALAM KERALA Sep 2013 to Sep 2014.

## **RESPONSIBILITIES**

- Assign rooms to Room Attendants, dispatch Houseman and Runners on requests and support the overall day-to-day efficiency of the Housekeeping Operation.
- Ensure all housekeeping activities are performed in compliance with hotel policy
- Maintain quality of housekeeping activities with routine checks.
- Train and Discipline Housekeeping Staff
- Inspect Rooms and Common Areas for Cleanliness
- Order Cleaning Supplies
- Give Regular Reports to Senior Hotel Management
- Inspection of all rooms before leaving for the day
- Record every telephone call in a log book/database, note the action taken, responsibility and whom the call was received, guest requests have the highest priority.
- Also, handle guest requests for the Laundry/Valet Department.
- Transfer calls to various departments.
- To update the DM LOGS
- Use the paging system to page for various employees (usually a House Attendant or Supervisor).
- Organize Housekeeping office, ensure files are updated, and make photocopies, word processing and other administrative tasks.
- Take key inventory to ensure all section keys/master keys are accounted for and missing keys reported to senior Housekeeping Manager on duty and the Security Department immediately
- Run an in-house guest list, rollaway/crib report, check-out list, from the Property Management System
- Assign sections to House Attendants and Supervisors
- Assign pagers and keys
- Prepare discrepancy report
- Monitor number of rooms being released
- Track all guest requested items
- Maintain lost and found log book/database
- Record all engineering deficiencies in a log book/database

## **DECLARATION**

- I hereby declare the above given information is correct & complete to the best of my knowledge & belief.

**Arif Shaik**