

# CURRICULUM VITAE



**Name:** Labever Ngeh wilson

**Email:** wilsonlabeverngeh@yahoo.com

**Mobile:** +237651643854

## **JOB APPLYING FOR: HOUSEKEEPING SUPERVISOR**

### **OBJECTIVES**

- Experienced in operating cleaning appliances and devices.
- Wide knowledge on a range of cleaning supplies and products.
- Strong time management skills to prioritize tasks and work to a schedule.
- Ability to lead a housekeeping team and oversee the work of others.
- Self-directed and motivated to work to a high standard.
- Problem-solving ability and knowledge of basic repairs to household items.

### **EDUCATION**

- Certificate of Hospitality and Tourism Management. [Ecole Hotelier HelvetiqueDubai].
- High School Certificate.

### **WORKING EXPERIENCE**

- Housekeeping in Mawa hotel Bamenda Cameroon (2001 to 2003).
- Bartender in Njang Night Club AYABA Hotel Bamenda Cameroon (2005 to 2007).
- Housekeeping Room Attendant from (2016 to 2019) Holiday Express Dubai internet city Inn.
- Housekeeping Supervisor 2019 to 2022 Holiday Express Dubai internet city Inn.

### **RESPONSIBILITIES**

- Train housekeepers on cleaning and maintenance tasks
- Oversee staff on a daily basis
- Check rooms and common areas, including stairways and lounge areas, for cleanliness
- Schedule shifts and arrange for replacements in cases of absence
- Establish and educate staff on cleanliness, tidiness and hygiene standards
- Motivate team members and resolve any issues that occur on the job
- Respond to customer complaints and special requests
- Monitor and replenish cleaning products stock including floor cleaner, bleach and rubber gloves
- Participate in large cleaning projects as required
- Ensure compliance with safety and sanitation policies in all areas
- Replying Emails from different departments and out venous
- Allocating rooms through opera to staffs and updating inspected room on the opera
- Ordering housekeeping supplies through the system

### **ACHIEVEMENTS**

- Departmental Superhero 2017
- Winning @ Heartbeat for room cleanliness of guest room 9 times in 2018 from 94% to 98%
- Winning @ Heartbeat for room cleanliness of guest room 3 times in 2019 from 95% to 100%
- Employee of the month Winner 2017, 2019, 2020
- Have done training in other department in the hotel as well [IHG BRAND SRANDARED

- Implemented a core guest room cleaning system, increased efficiency by 50%.
- Introduced the concept of preventative maintenance on cleaning equipment, decreasing breakdown incidents by 80%.
- Successfully cleaned and maintained ¼ guestrooms in one day, on a particularly busy day at work.
- Devised bathroom and sanitization system considered 50% more efficient than the one already being followed.
- Significantly improved the supplies inventory system, by streamlining associated procedures.
- Suggested mattress flipping regularly, as a result, decreased the number of complaints from guests.
- Successfully retained an angry guest, by providing him with exceptional services, consequently stopping him from going to the competition.
- Cut cleaning agents' costs, by suggesting the onboarding of a cheaper, yet better vendor.
- Held a consistently perfect attendance record, thereby, being named "Employee of the month 3 times in a row.
- Surpassed management expectations, by working back-to-back shifts for 2 weeks.
- Considered the best hotel supervisor, on account of consistent high-quality service delivery to guests.
- Created and implemented core safety processes, as a result, decreased work-related hazards by 85%.
- Successfully supervised a team of room attendance and laundry staff members for 5 weeks, in the absence of the manager.

### **JOB DESCRIPTION**

- Assign Guest Rooms and Common Areas to Housekeeping Staff through the opera and the new system in place (HUB)
- Setting goals for performance and deadlines in ways that comply with company's plans and vision
- Organizing workflow and ensuring that employees understand their duties or delegated tasks and monthly on Job trainings.
- Monitoring employee productivity and providing constructive feedback and coaching
- Inspect Rooms and Common Areas for Cleanliness with the opera.
- Create Employee Schedules
- Give Regular Reports to Senior Hotel Management
- Receive complaints and resolve problems
- Maintain timekeeping and personnel records
- Maintains safe and healthy work environment by establishing and enforcing organization standards and adhering to legal regulations.
  - Accomplishes staff job results by coaching, counseling, and disciplining employees
  - Plans, monitors, and appraises job results
  - Implements and enforces systems, policies, and procedures.
  - Completes operations by developing schedules, assigning and monitoring work, and gathering resources, implementing productivity standards, resolving operations problems, maintaining reference manuals, and implementing new procedures.

### **PERSONAL DETAILS**

Nationality : Cameroonian  
 Religion : Christian  
 Languages : English and French  
 Reference : Upon request.

