IRFAN

QURESHI

executive housekeeper

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| 20170503_125649.jpgKEY STRENGHTS:**Excellent Leadership** **Oral/written Communication Interpersonal skills** **Thrives in both Independent and Collaborative work Environments.** **Zestful with highly Evolved communication****Consultative and Relationship Management skills.****Highly reliable****Can be counted to complete Assigned tasks with minimal Supervision****to get the job done:****& work effectively with Multiculture people.** | **To work in a competitive and challenging environment to make the best use of my abilities for the growth and development of a progressive organization.** WORK EXPERIENCEs**Dec 2018 to till** **Executive Housekeeper** **Holiday inn Izdihar ( An IHG Hotel).**Oversee Housekeeping Operation.**Mar 2013– Aug 2018****Executive Housekeeper / Laundry.****Holiday inn Olaya (An IHG Hotel), KSA.*** **Oversee housekeeping operations**
* **Oversee Laundry Operations**
* Supervise, train, and coach employees to provide a first class, service oriented arrival and departure experience. Ensure compliance of all hotel service standards and established procedures.  Coordinate and manage all guest requests seamlessly and professionally. Support the cultural experience of hotel guests and patrons. Respond to emergency situations. Schedule and visually monitor staff performance according to hotel standards.
* As an Executive Housekeeper, I am fully responsible for overseeing all housekeeping/Laundry operations to deliver an excellent Guest and Member experience. As An Executive Housekeeper I would also be required to evaluate guest satisfaction and set department targets and objectives.
* Making the Plans of the work for the housekeeping department and distributes assignments accordingly.
* Good understanding of the property management soft wares (E.g.: Opera, Micros, Triton H.K Appliction).

**Sep 2011 –Feb 2013****Executive Housekeeper: Sarovar Hotels & Resort Hyderabad. India.*** Responsibility for cleanliness, orderliness and appearance of the entire Hotel.
* Development and implementation Housekeeping systems and procedures.
* Assisting Purchase department in selecting suppliers for items related to Housekeeping.

 **Oct 2008-Sep 2011****Asst-Housekeeper****Amogh-Hotels,Hyderabad,India.*** Checking quality of house-cleaning in guestrooms with particular attention to suites, VIP Guests; supervising as well as ensuring that all services offered by the housekeeping are carried out with utmost efficiency and courtesy
* Inspecting the public areas, rooms and the entire hotel premises for its up-keep and maintenance
* Ascertaining the availability of stocks for all supplies, inventoried items and making certain that the place of work is adequately equipped.

**Jun 2006- Aug 2008****Asst-Housekeeper (Dept-Head).****Ramada Al-Kiblah, Wyndham WorldWide, KSA.** * Carrying out monthly inventory checks on all operating equipment and supplies/linen; coordinating with the front office as well as other related departments for daily operations; indenting and distributing all the guestroom supplies through proper procedure, thereby ensuring minimum wastage .

**Oct 2002-Sep 2005****Housekeeping Supervisor****Admiral Plaza hotel, Dubai, UAE.*** Responsible of the floor assigned.
* Responsible for the smooth operations.
* Handle Telephone Massages of Guests and prompt compliance of the orders.
* Handling of the lost and found procedures and all enquiries.
* Preparation of the room discrepancy list for Front office.
* Good understanding of the property management soft wares (E.g.: Opera, Portal, Fidelio etc.)
* Updating the Housekeeping data board with information like VIP in-house, Today's Occupancy Percentage, arrivals, departures,to do lists.

**Nov 1999 - apr 2002****Housekeeping Coordinator** **Hilton Hotel Madina, KSA.****Oct 1998-jan 1999****Housekeeping Supervisor****Hotel Green Park, Hyderabad, India.****Jna 1996-Oct 1998****Trainee Supervisor****The Golkonda Hotel, Hyderabad, India.**EDUCATION**1992 – 1994****Intermediate.****1995-1996****Diploma in Hotel management.****PRE-OPENNING EXPERIENCE****Hilton Hotel** **Ells Compass Suite****Royal continental Suites****PRESONEL INFORMATION:****Father’s Name: Tayyeb Qureshi****Date of Birth: 14-06-1975****Marital status: Married****Nationality: Indian****Cell number: +966-594589060****Email: irfan996Yahoo.co.in****Skype I D : Irfan.qureshi98****References :****Available on request.** |