

Shabina Xess

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Date of Birth: 06-04-1985

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Objective

To find a challenging position with a highly renowned group of hotels to meet my competencies, capabilities, skills, education and experience to achieve my potential and work towards the common interests of the establishment.

Core Competencies

- Good Communication and Interpersonal Skills.
- Eager to learn and improve knowledge and practical skills.
- Possess the ability to motivate team-mates.
- Understanding the importance of Team Work in Service Industry.
- Ability to work in Multi-Cultured & Fast-paced Environment.
- Managing Operations and Planning for department needs.

Industrial Exposure



Duties and Responsibilities

Wyndham Grand Manama, Bahrain: Assistant Manager Housekeeping



Period: 21st January 2020 till date.

Job Profile:

- ❖ Reporting on time and ensuring all housekeeping team are on time.
- ❖ Handling Housekeeping department in absence of Executive Housekeeper.
- ❖ Assisting Executive Housekeeper in preparing a clear procedure to advise and maintain the quality of housekeeping operations.
- ❖ Ensuring the procedures are followed in relation to room and public areas cleaning, supplies ordering and distribution and distribution of linen.
- ❖ Taking appropriate action to overcome inappropriate deviations on quality standards.
- ❖ Monitoring and controlling the wastage of supplies and other resources.
- ❖ Planning and assisting the Executive Housekeeper in purchase of equipment's and supplies.
- ❖ Equipment failures are timely reported and dealt with followed up with the appropriate person.
- ❖ Conducting daily and monthly meetings on scheduled basis.
- ❖ Work incidents or accidents are timely reported to the Executive Housekeeper and security department.
- ❖ Making the work place environment productive by effective delegation of tasks and developing good interpersonal communication.
- ❖ Monitoring the Trainings assignments for the month is ongoing with most participants.
- ❖ Ensuring disciplinary action is taken against employee misconduct.
- ❖ Monitoring the housekeeping desk functions and all guest requests are timely attended as per standard and Lost and Found policies are taken care of.
- ❖ Ensuring that the housekeeping policies, systems, procedures and standards are followed by all associates in all the areas.
- ❖ Maintaining discipline and conducting performance appraisals of the associates.
- ❖ Checking all the safety systems in all the guest rooms and heart of the house areas.
- ❖ Scheduling pest control of guest rooms and Public areas to ensure a healthy guest environment.
- ❖ Plan and organize and conduct deep cleaning projects systematically.
- ❖ Coordinating with maintenance team to ensure that the Out of Order and Out of Service rooms are checked and necessary jobs are carried out in timely manner and released accordingly.
- ❖ Ensuring that the monthly inventory is happening on time like keys inventory, chemicals, equipment's, Guest amenities, linen and standard operating equipment's.
- ❖ Reporting and documenting damages within the hotel areas.
- ❖ Assisting Executive Housekeeper in special tasks such as store setup, furniture movements and decoration in public areas.
- ❖ Representing the department, in absence of the Executive Housekeeper at coordination meetings including the General Manager's morning Meetings.
- ❖ Monitoring tasks related to Human Resources as in payroll preparation, applying and approval of vacations.
- ❖ Ensuring accuracy of all financial transactions.

Crowne Plaza Ahmedabad, India: Assistant Manager Housekeeping

Period: 20th August 2019 till 20th December 2019.



Job Profile:

- ❖ Planning and Managing spring cleaning, preventive maintenance and special cleaning task in coordination with engineering and front office.
- ❖ Ensure the service standards regarding cleanliness, amenities and maintenance in rooms and public areas are adhered and revise work schedules depending on the operation and occupancy.
- ❖ Coordinate repairs and maintenance with Engineering and ensure that proper records are kept for rooms and public areas.
- ❖ Determine discards of linen, towels, blankets and all other worn out items and recommend new purchases as and when needed through Linen Inventory.
- ❖ Ensure that uniforms are proper and order new uniforms as and when needed with coordination with Director of Housekeeping, internal and external Tailor.
- ❖ Kept an open channel of communication with subordinates and superiors on a daily basis.
- ❖ Inspect periodic cleaning tasks and ensure proper records are kept, inspect rooms and public areas and point out areas for improvement.
- ❖ Managing for Ordering and Purchasing guest supplies, cleaning supplies, flowers and equipment's.
- ❖ Closely monitoring Staffing and scheduling of the colleagues.
- ❖ Assist Director of housekeeping in facilitate learning and development for all the team members of the department.
- ❖ Preparing and documenting performance appraisal of colleagues mid-year and yearly as per recorded in colleagues performance file.
- ❖ Handling the inventory of guest and cleaning supplies, linen and equipment and maintain their records.
- ❖ Monitoring and control consumption of guest and cleaning supplies, revise methods for optimal and proper usage of cleaning supplies.
- ❖ Maintaining of the Employee records in their file – appreciation, developmental and guest's feedback.
- ❖ Ensures through regular monitoring of GSTS – Trip Advisor, Booking.com, and Medallia.
- ❖ Ensures all the Machineries and equipment are in working condition and going through proper maintenance with coordination of engineering and vendor.
- ❖ Coordinates with all the departments through mail or by meeting to ensure easy and smooth operation.
- ❖ Dealing with the supplier and Vendor in terms of Pest Control, Glass cleaner, Gardener, Marble polisher, Uniform, laundry, Flower supplier, Outsource Manning Company and operating equipment's.
- ❖ Closely working with Executive Housekeeper on Interviewing and Manning personnel.

Rose Rahyaan by Rotana, Dubai- TAROT: Trainee Assistant Manager Housekeeping

Period: 11 March 2018 till 17 June 2019



Job Profile:

- ❖ Closely worked with Director of Housekeeping to recommend rooms that need spring cleaning or preventive maintenance in coordination with engineering and front office.
- ❖ Ensure the service standards regarding cleanliness, amenities and maintenance in rooms and public areas are adhered and revise work schedules depending on the operation and occupancy.
- ❖ Coordinate repairs and maintenance with Engineering and ensure that proper records are kept for rooms and public areas

- ❖ Determine discards of linen, towels, blankets and all other worn out items and recommend new purchases as and when needed through Linen Inventory.
- ❖ Ensure that uniforms are proper and order new uniforms as and when needed with coordination with Director of Housekeeping, internal and external Tailor.
- ❖ Kept an open channel of communication with subordinates and superiors on a daily basis.
- ❖ Inspect periodic cleaning tasks and ensure proper records are kept, inspect rooms and public areas and point out areas for improvement.
- ❖ Assist Director of Housekeeping in operations whenever requires.
- ❖ Closely monitoring Staffing and scheduling of the colleagues.
- ❖ Assist Director of housekeeping in facilitate learning and development for all the team members of the department.
- ❖ Preparing and documenting Performance Appraisal of colleagues Mid-year and Yearly as per recorded in colleagues performance file.
- ❖ Handling the inventory of guest and cleaning supplies, linen and equipment and maintain their records.
- ❖ Monitoring and control consumption of guest and cleaning supplies, revise methods for optimal and proper usage of cleaning supplies.
- ❖ Maintaining of the Employee records in their file – appreciation, developmental and guest's feedback.
- ❖ Ensures through regular monitoring of GSTS – Trip Advisor, Booking.com, and REVINATE.
- ❖ Ensures all the Machineries and equipment are in working condition and going through proper maintenance.
- ❖ Coordinates with all the departments through mail or by meeting to ensure easy and smooth operation.
- ❖ Dealing with the supplier in terms of Uniform, laundry, Florist and operating equipment's.

Beach Rotana Abu Dhabi, UAE: Housekeeping Supervisor

Period: - 03 February 2014 till 10 March 2018



Job Profile:

- ❖ Ensure the service standards regarding cleanliness, amenities and maintenance in rooms and public areas are adhered
- ❖ Identify training needs and propose training plans in correlation with Assistant Housekeeping Manager in order to maintain professionalism.
- ❖ Eliminates all work hazards to employees and also checks on safety and fire regulations.
- ❖ Supervises the appearance and good manners of the employees and secures their cooperation.
- ❖ Controls and supervises the grooming and attire of the staff.
- ❖ Enthusiastic, courteous & helpful to colleagues & customers
- ❖ Responsible with the willingness to overtake ownership
- ❖ Attend daily meetings and receive special instructions.
- ❖ Excellent overall communication skills and be able to multi task and work under pressure.
- ❖ An effective Team Player in a team based environment.
- ❖ Knowledge of Opera and ability to learn new system.
- ❖ Pro-active, reliable and Innovative.
- ❖ Ensures all the Machineries and equipment are in working condition and going through proper maintenance.
- ❖ Coordinates with co-related departments like – engineering, Front Office. Room Service by meeting or telephone to ensure easy and smooth operation.

Movenpick Doha, Qatar: Senior Housekeeping Supervisor
Period: 10 August 2012 till 26 December 2013



Job Profile:

- ❖ Assist to the Executive Housekeeper in planning, organizing and budgeting the revenues and costs for the Housekeeping department.
- ❖ Handling the entire Housekeeping Department in absence of the Executive Housekeeper.
- ❖ Performing the task of Manager on Duty as per the scheduled successfully.
- ❖ Staffing and scheduling of the department and allocation of duties.
- ❖ Develop systems and procedures that achieve higher cost efficiency and guest satisfaction.
- ❖ Facilitate learning and development for all the team members of the department.
- ❖ Performance Appraisal/ Management of the staff in the department.
- ❖ Supervise and direct the daily activities of all Housekeeping staff.
- ❖ Ensure the service standards regarding cleanliness, amenities and maintenance in rooms and public areas are adhered.
- ❖ Handling the inventory of supplies, linen and equipment and maintain their records.
- ❖ Monitoring and control consumption of guest and cleaning supplies, devise methods for optimal usage of cleaning supplies
- ❖ Maintaining of the Employee records as well as the Guest Preferences records.
- ❖ Ensures through regular monitoring of GSTS and constant guest feedback, prompt, efficient and accurate service to all guests.
- ❖ Ensures all the Machineries and equipment are in working condition and going through proper maintenance.
- ❖ Coordinates with all the departments through mail or by meeting to ensure easy and smooth operation.
- ❖ Worked Individual in absence of Executive Housekeeper.
- ❖ Dealing with the supplier in terms of Uniform, laundry, Florist, equipment's etc.
- ❖ I have a very good knowledge of laundry operation with chemical, machinery as well as making good revenue of controlling the expenses.

Al Safir Hotel and Tower, Bahrain: Housekeeping Supervisor
Period: 07 February 2011 till 30 July 2012



Job Profile:

- ❖ Supervises the room cleaning & hygiene of the department.
- ❖ Supervises the cleaning and maintenance of equipment, immediately reporting any defects
- ❖ Rotates the employees to different jobs whenever considered necessary.
- ❖ Eliminates all work hazards to employees and also checks on safety and fire regulations, a committee member of OHSAS.
- ❖ Supervises the appearance and good manners of the employees and secures their cooperation.
- ❖ Controls and supervises the grooming and attire of the staff.
- ❖ Enthusiastic, courteous & helpful to colleagues & customers
- ❖ Responsible with the willingness to overtake ownership
- ❖ Attend daily meetings and receive special instructions.
- ❖ Excellent overall communication skills and be able to multi task and work under pressure.
- ❖ Knowledge of IDS and ability to learn new systems.
- ❖ An effective Team Player in a team based environment.

- ❖ Pro-active, reliable and Innovative.
- ❖ Able to work alone and within a team.

Shiv Vilas, Jaipur, India: Senior Housekeeping Supervisor



Period: 07 September 2010 till 31 January 2011

Job Profile:

- ❖ Handling the entire Housekeeping Department in absence of the Executive Housekeeper.
- ❖ Communicating directly with Vice President and Managing Director for upcoming event, Profit and loss meeting and Guest feedbacks.
- ❖ Staffing and scheduling of the department and allocation of duties.
- ❖ Develop systems and procedures that achieve higher cost efficiency and guest satisfaction.
- ❖ Facilitate learning and development for all the team members of the department.
- ❖ Performance Appraisal/ Management of the staff in the department.
- ❖ Supervise and direct the daily activities of all Housekeeping staff.
- ❖ Ensure the service standards regarding cleanliness, amenities and maintenance in rooms and public areas are adhered.
- ❖ Handling the inventory of supplies, linen and equipment and maintain their records.
- ❖ Monitoring and control consumption of guest and cleaning supplies, devise methods for optimal usage of cleaning supplies
- ❖ Maintaining of the Employee records as well as the Guest Preferences records.
- ❖ Ensures through regular monitoring of GSTS and constant guest feedback, prompt, efficient and accurate service to all guests.
- ❖ Ensures all the Machineries and equipment are in working condition and going through proper maintenance.
- ❖ Coordinates with all the departments through mail or by meeting to ensure easy and smooth operation.
- ❖ Worked Individual in absence of Executive Housekeeper.
- ❖ Dealing with the supplier in terms of Uniform, laundry, Florist, equipment's etc.

Golden Tulip, Sharjah: Housekeeping Supervisor



Period: 28 December 2008 till 31 July 2010

Job Profile:

- ❖ Supervises the room cleaning & hygiene of the department.
- ❖ Supervises the cleaning and maintenance of equipment, immediately reporting any defects
- ❖ Rotates the employees to different jobs whenever considered necessary.
- ❖ Eliminates all work hazards to employees and also checks on safety and fire regulations.
- ❖ Supervises the appearance and good manners of the employees and secures their cooperation.
- ❖ Controls and supervises the grooming and attire of the staff.
- ❖ Enthusiastic, courteous & helpful to colleagues & customers

SHABINA XESS

13 Years of intensive experience in Hospitality Industry

- ❖ Responsible with the willingness to overtake ownership
- ❖ Attend daily meetings and receive special instructions.
- ❖ Excellent overall communication skills and be able to multi task and work under pressure.
- ❖ Knowledge of IDS and ability to learn new systems.
- ❖ An effective Team Player in a team based environment.
- ❖ Pro-active, reliable and Innovative.
- ❖ Able to work alone and within a team.

Intercontinental the Grand Goa, India: Guest Service Associate (Room Attendant)
Period: 02 April 2007 till 20 December 2008



INTERCONTINENTAL
HOTELS & RESORTS

Job Profile:

- ❖ Checks and secures the rooms cleanliness as per the standard.
- ❖ Replenish amenities according to the operational standards.
- ❖ Deliver and retrieve items on loan to guests e.g. iron and ironing boards
- ❖ Ensure security of guest rooms and privacy of guests
- ❖ Perform rotation cleaning duties (e.g. steam clean carpets, spring cleaning, super cleaning etc.) as required
- ❖ Cleans guest bathroom/bed room/floor corridor.
- ❖ Responsible for replenishment of guest complimentary water.
- ❖ Responsible for the cleanliness and maintenance of his work area.
- ❖ Responsible for the Hotel property in the work area.
- ❖ Attends to guest calls, guest requests /guest complaints in the area assigned to him.
- ❖ Authorize to enter in guestrooms for cleaning and providing turndown services as per requirement.
- ❖ Responsible for following the standard operating procedures.
- ❖ Responsible for achieving and exceeding the guest satisfaction score.
- ❖ Allocated in VIP CASA (Presidential suite rooms) – Given service to Bollywood celebrities, senior management team , politicians by knowing their preferences and maintaining their confidentialities.

Awards and Trainings

- ❖ Certified as '**On Job Trainer**' (Departmental Trainer).
- ❖ Certified in '**Managing Performance programme**' .
- ❖ An active member of '**First Aider**' at Beach Rotana Abu Dhabi.
- ❖ An active member of '**OHSAS**' at Al Safir Hotel and Tower, Bahrain.
- ❖ **Complaints Handling Training**as per Department needs.
- ❖ Successfully completed and certified on '**Body Language**' from **ETS**, Excellence Training Solutions.

Computer Skills

- **Windows, Micros, AMADEUS, JANA, Material Control**
- **Microsoft office, Fidelio, IDS, QMS, ESCAP**
- **Opera, Prolific, FBM**

Academic Excellence:

Qualification	Name of the Institution	Period
3Years Diploma in Hotel Management	DSPS – Durgapur Society of Professional Studies, West Bengal, India	<u>2004– 2007</u>
Intermediate in Science and Mathematics	St. Columba’s college , Hazaribag, India	<u>2002– 2004</u>
6 Months Industrial Training	Taj Umeed Ahmedabad , India	<u>2005 - 2006</u>

Languages Known

English, Hindi, Bengali and Elementary French

Client Relationship Management

- ❖ Ensuring high-quality services, resulting in customer delight and optimum resource utilization for maximum service quality.
- ❖ Ensuring maximum customer satisfaction for regular guests and closely interacting with regular and VIP guests& understand their requirements and customizing the product and services accordingly.

Reference

Ms. Neha Gosavi

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Mr. Muaweyah Al Farawi

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DECLARATION

I hereby declare that the above-mentioned details are true and correct to the best of my knowledge and belief.

Date: 22-03-2020

(Shabina Xess)

Place: - Manama