

## **JOSHUA P. MARTIN**

Juffair, Kingdom of Bahrain

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### **OBJECTIVE:**

To work in a globally competitive environment on challenging assignments that shall yield the twin benefits of the job satisfaction and a steady paced professional growth.

### **SKILLS:**

- Good Communication skills
- Time Management
- Self-motivated
- Work Under Pressure
- Customer Oriented
- Fast Learner
- Computer Literate (Microsoft Office): Microsoft Word, Excel, PowerPoint and Publisher
- Balloon Crafting and Flower Arrangements

### **WORKING EXPERIENCE:**

#### **Housekeeping Supervisor**

Swiss-Belresidences Juffair (Pre-Opening)

Juffair, Kingdom of Bahrain

May 2018 – Present

- Assist contractors, suppliers and external cleaners.
- Conduct snagging of all rooms and public areas.
- Consolidates snagging report and submits to Executive Housekeeper.
- Working closely with Engineering Department for any issues found.
- Assist housekeeping manager in managing daily activities.
- Complete required paper works.
- Checking and releasing vacant dirty, occupied, and cleaned rooms.
- Act as a liaison to coordinate the efforts of Housekeeping, Engineering, Front Office, and Laundry.
- Assist management in hiring, training, scheduling, evaluating, counseling, disciplining, and motivating and coaching employees.

#### **Housekeeping Coordinator**

Elite Hospitality Group

Elite Seef Residence and Hotel

Seef District, Kingdom of Bahrain

October 2015 – May 2018

- Receiving guest request/complain
- Received and answering emails
- Making reports for the room attendant and supervisor
- Issuing of master keycards of room attendant and supervisor
- Updates group and VIP's arrival
- Close monitoring from Front Office and other department for other arrivals
- Updating room status in the system (MICROS OPERA)

- Preparing for daily, weekly and monthly reports. (Chemicals and Guest Supplies)
- Receive, record and sort out heavy stained linen before sending linen to Laundry
- Issue uniforms to all employees and maintain uniform record
- Receive, record and sort guest laundry
- Posting guest water bill and laundry bill in the system (MICROS OPERA)
- Store and release supplies or equipment
- Making inventories and keeping the records. (Chemicals and Guest Supplies)
- Checking the supplies from time to time (Chemicals and Guest Supplies)
- Disseminate the supply in its designated areas.

### **Housekeeping Coordinator/Linen Attendant/Storeroom Attendant**

Quest Hotel and Conference Center – Cebu

Archbishop Reyes Avenue, Cebu City

July 2014 – October 2015

#### **Housekeeping Coordinator**

- Answering guest request/complain
- Making reports for the room attendant and supervisor
- Issuing of master keycards of room attendant and supervisor
- Updates group and VIP's arrival
- Close monitoring from Front Office and other department for other arrivals
- Updating room status in the system (Amadeus PMS)
- Preparing for daily, weekly and monthly reports
- Filling important documents
- Making daily work schedules

#### **Linen Attendant**

- Receive, record and sort out heavy stained linen before sending linen to Laundry
- Receive, record and sort out clean linen from Laundry and arrange properly on the shelves
- Issue linen to Food & Beverage outlets and guests floors as per requisition
- Issue uniform to all employees and maintain uniform record
- Check all uniforms returned from Laundry for any loose buttons and hems and give to the tailor for mending
- Ensure that linen and uniforms are properly stored and recorded
- Report to Supervisor any items in need of maintenance
- Report to Linen Supervisor for any misuse of Food & Beverage linen and uniforms
- Ensure a clean and tidy linen room at all times

#### **Storeroom Attendant**

- Store and release supplies or equipment
- Compile the records of the supplies.
- Checking the supplies from time to time
- Record the number and the kinds of supplies.
- Disseminate the supply in its designated areas.
- Securing the status of each supply.
- Checking possible damages or scratches

#### **Room Attendant**

Quest Hotel and Conference Center – Cebu

Archbishop Reyes Avenue, Cebu City

February 2013 – June 2014

- Cleaning of the guest rooms to standard as assigned
- Performing very physical labor
- Answering guest requests

- Providing excellent customer service as per the standards of the Hotel
- Courteously and promptly responds to guest room requests
- Moves heavy objects as requested performs side duties as required.
- Maintains a clean, safe, hazard-free work environment at all times
- Understands the emergency procedures for the entire Hotel.
- Self-releasing of vacant dirty rooms to vacant clean room.

### **Waiter**

Lantaw Floating Native Restaurant

Day-as, Cordova, Cebu

August 2012 – January 20, 2013

- Prepare tables for meals, including set up.
- Escort guests to their tables.
- Present menus to the guests and answer questions about menu items, or making recommendations.
- Taking food and drink orders.
- Sending orders to kitchen through MICROS system
- Serving food and drinks.
- Check with guests to ensure that they are enjoying their meals and take action to correct any problems.
- Dealing with bill payments.

### **SEMINARS AND TRAININGS:**

- First Aid and CPR Training by American Heart Association  
Swiss-belresidences Juffair  
Juffair, Kingdom of Bahrain  
October 03, 2018
- Customer Service Management Trainee McDonald's Restaurant Singapore PTE. LTD  
Singapore City, Singapore  
November 17, 2010 to May 18, 2011
- FB-RM-102C-0 Follow Food and Beverage Safety and Hygiene Policies and Procedures  
McDonald's Restaurant Singapore PTE. LTD  
King Albert Park, Singapore  
November 30, 2010
- Seminar-Workshop on Hotel and Restaurant Operation, Hotel and Restaurant Laboratory,  
EVSU-OCC  
May 21, 2010
- Tour Guiding Seminar-Workshop  
May 14, 2010  
EVSU OCC-Student Center
- Front Office Operation Seminar May 21, 2010  
EVSUOCC-Student Center
- Good Housekeeping Towards Guest Satisfaction  
Apr. 21, 2010  
EVSUOCC-Student Center
- Delivery Of Excellent Service  
IKON College  
Lapu-Lapu City, Cebu September  
September 20, 2012

**EDUCATION:**

Eastern Visayas State University  
Ormoc City, Philippines  
Bachelor of Science in Hotel and Restaurant Technology (BSHRT) 2012

**PERSONAL DETAILS:**

Age: 27 years old  
Date of Birth: 10 May 1992  
Nationality: Filipino  
Sex: Male  
Civil Status: Single  
Height: 5'11 ft.  
Weight: 95 kgs.  
Spoken Dialect: English/Tagalog

*References available upon request.*