

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.