DARIN RODRIGUES

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# SUMMARY

* Maintaining daily facility operations
* Coordinating with front office for departures, arrivals, guest requests and complaints
* Coordinating with the food and beverage department for upcoming functions
* Providing maintenance request to the maintenance department and following up
* Scheduling duty roasters, deep cleaning ,external cleaning, inventories, leave plans and pest control
* Providing briefing assigning sections and tasks such as carpet shampooing, carpet spotting, marble polishing, glass cleaning and upholstery cleaning to team members
* Checking for team members grooming, absenteeism, task sheets, and occupancy reports
* Reporting to the management about inventories, discrepancies, occupancy, sang reports and department operations
* Dealing with the purchase department for material supply
* Coordinating with external companies for laundry and pest control services and providing reports for bills and services to the management
* Providing training to new members of the team and evaluating performance.

# SKILL SET

* Cleaning Operations
* Maintenance
* Customer Service Management
* Inventory Management
* Health & Safety
* Planning & Scheduling
* Team Management
* Communication Skills
* Microsoft Office, IDS, Opera, Internet

# WORK EXPERIENCE

## Housekeeping Supervisor,

## The Dragon Resort and Hotel, Amwaj Island, Bahrain July 2019 - Present

* 4 star resort with 18 chalets,5 villas with pools,28 suites, 3 public pools and 4 outlets
* Managed a team consisting of a team leader and 20 staff, mostly outsourced
* Software used Opera
* Reporting to the General manager

## Housekeeping Supervisor,

## Al Ansari Hospitality Tulip Hotel Apartment, Dubai Dec 2016- Dec2018

* Standard Hotel Apartment with 154 rooms, 1 coffee shop and a rooftop pool
* Managed a team consisting of a floor supervisor and 16 attendants
* Software used IDS
* Reporting to the Cluster Executive Housekeeper and Operations Manager

## Housekeeping Supervisor,

## Marco Polo Hotel, Dubai Aug 2013-Nov 2016

* 4 star Hotel with 126 rooms, 1 coffee shop,3 outlets,2 bars,1 banquet hall and a pool
* Managed a team consisting of a mini bar attendant, laundry supervisor and 16 attendants
* Software used IDS
* Reporting to the Executive Housekeeper

# INDUSTRIAL TRAINING EXPERIENCE

## Housekeeping (On Job Trainee), Club Med Bintan Island, Indonesia Jan 2011-Jun 2011

## Food and Beverage Service Trainee, Hotel Peninsula Grand (Vividh),India Jul 2008-Sep 2008

# EDUCATION

* BTEC Level 5 Higher National Diploma hospitality management, edexcel, from United Kingdom-2012
* Higher Certificate in Tourism and Hospitality, International Academy at Bintan, Indonesia-2011
* Bachelor of Science (Hotel Management and Catering Operations), Anjuman-i-islam college, India-2010

# CERTIFICATIONS

* IELTS Band Level- 7.0

### Verified International Academic Qualifications from World Education Services (WES) Identifier Credential - wes-21646907

# AWARDS

#### Certificate of Merit-Securing highest marks in Hotel Housekeeping, Mar 2010  Anjuman-i-islam college of Hotel & Tourism Management

#### Certificate of Merit-Scoring Highest Marks in Principles of Management, Mar 2009, Anjuman-i-islam college of Hotel & Tourism Management

* Certificate of Merit- Securing 100% attendance, Anjuman-i-islam college of Hotel & Tourism Management

# PERSONAL

Date of Birth: 19th August 1987

Address: Address: Galali, Bahrain

# LANGUAGE

|  |  |  |  |
| --- | --- | --- | --- |
| Language | Reading | Writing | Speaking |
| English |  |  |  |
| Hindi |  |  |  |
| Konkani |  |  |  |
| Bahasa Indonesia |  |  |  |

# REFRENCES

Available upon request