

CURRICULUM VITAE

Shweta Tandon

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Rishra West Bengal

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POSITITON:

Looking for the position of Housekeeping Supervisor.

CARRIER OBJECTIVE:

Determined to achieve my goal through discipline, self-respect, teamwork and honesty, confidence of my will power and creativity.

PROFISSIONAL QUALIFICATION:

- 3 years bachelor degree from International Institute of hotel management from Napier university UK (2007-2010).
- Diploma in tourism from Punjab technical university

ACADEMIC QUALIFICATION:

- Passed 12th from C.B.S.E. Board in 2007.
- Passed 10th from C.B.S.E. Board in 2005.

COMPUTER SKILLS:

- Microsoft windows.
- Microsoft office,
- Software used in hotel (opera version 9.0)

WORK EXPERIENCE:

- 11th April 2019 to till date working as a Housekeeping Supervisor in Hotel **IBIS Seef Manama, Bahrain**
- 20th July 2018 to 30th March 2019 working as Housekeeping Supervisor in **Lagoona Beach Hotel and Resort, Bahrain**

- 25th November 2015 to 30th March 2018 working as a shift leader in **One to One hotel in Aalin, United Arab Emirates.**
- 17th November 2013 to 28th October 2015 worked as Housekeeping supervisor in **Fujairah Rotana resort and spa, al aqua beach, United Arab Emirates**
- 3rd December 2012 to 30 October 2013 worked as a Housekeeping Executive in **J W Marriott Aero city, New Delhi**
- 17th November 2010 to 30 November 2012 worked as a Desk Coordinator in **Hotel Lebua, Dwarka, New Delhi**

Job Responsibility as Supervisor

- Making assignment for the room attendant
- Taking briefing of the room attendant
- Training to the staff.
- Assigning room attendant allocation
- Checking up the inspected room
- Checking up the occupied room
- Releasing the room according to their hotel standard
- Taking handover of lost and found from room attendant
- Updating it into system
- Maintain the store records
- Maintain the damaged records
- Updating the system
- Given training/developing the team member.

Job Responsibility as Desk Coordinator

- Coordinates with the Front office for room status. updating and sorting out room discrepancy issues.
- Coordinates with the maintenance department regarding guest room maintenance issues.
- Registers / reports maintained in Housekeeping control desk.
- To keep track of change of status of guest rooms from Dirty to Clean for re-selling. It also acts as a control book for Mini bar consumption checking in check out room
- Keep track of arrival of pre-registered guests as regards profile/VIP status, timing, pax, any special request.
- Shows the list of all room in the hotel with their current room status, (Eg: Dirt Vacant, Vacant Clean, Dirty Clean, OOO – Out of order, OOS – Out of service etc.)
- To note down any relevant messages pertaining to guest rooms and adjoining areas.
- Shows the list of postings / sales under the revenue head Laundry, Mini Bar, Dry Cleaning Etc.
- Keep track of all keys, key cards, and cupboard items etc. during changeover of shifts.

- Any item placed in guest rooms [other than consumable items] found missing in a departure room is recorded in this Register after duly informing the Lobby Manager on duty.
- Any breakable item found damaged/broken or that gets damaged/ broken while handling is duly recorded in this Register.
- Any personal item/article of guest found anywhere in the Hotel premises is recorded in this Register with the relevant details.

TRAINING EXPERIENCE:

- 22 weeks Industrial Training from Hotel THE CLARIDGES NEW DELHI
October (2008)- March (2009)

STRENGTH:

- Eagerness to learn.
- Proficiency in communication skills.
- Self-motivation & a passion to succeed.
- Excellent coordination skill.

PERSONAL DETAILS:

Name	: Shweta Tandon
Father's Name	: Late Rajesh Kumar Tandon
Date of birth	: 23-08-1988
Height	: 5.5"
Gender	: female
Marital status	: Single
Hobbies	: Listening to Music
Language known	: English & Hindi

Reference:

- Mr. Claude Vernon
Executive Housekeeper at Wyndham Garden Juffair
- Mr. Naveed Iqbal
Executive Housekeeper at Swiss bel Juffair