JIVAN upreti



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JOB APPLICATION: HOUSEKEEPING SUPERVISOR

OBJECTIVE

Looking for a suitable opportunity to lead a team of housekeeping professionals, where I can explore my skill sets and bring them to effective use for achieving the organizational objectives by providing the clients and customers with professional and efficient services.

EDUCATION

***School leaving Certification Examination***

(Shree Mahendra Boudha Higher Secondary School)

COMPUTER EXPOSER

* Internet and E-Mail
* Typing (English)
* Working knowledge of Computer Operating System.
* Knowledge in Microsoft Word and Microsoft excel.

WORK EXPERIENCE

* Work as housekeeping **Atlantic in Dubai**. (Under Trans guard) for 3 months.
* Room attendant and public area in **Jumeirah** (Under Trans guard) for 9 months from 2013 to 2014.
* Work as cleaner in kitchen area in **Qatar** **Aircraft** **Catering** **Company** (**Qatar** **Airways**) from 2016 to 2019.
* 2019 Jun to till 2021 September(As a Housekeeping Supervisor) in **Himalyan Hotel, Kathmandu, Nepal.**

RESPONSIBILITY

* To ensure quality service standard by checking and inspecting arrival, occupied room and service delivery process are meet.To check VIP arrivals special request such as intimate setup and other
* request base on traces.
* Rotates the employees to different jobs whenever considered necessary.
* 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 & customer.
* Conduct daily briefing for villa attendant.
* Attend daily meetings and receive special instructions from managers.
* To conduct daily inspection of attendant cleaning bucket, buggy, maid’s pantry cleanliness.
* To correct the mistake on the spot by explain it in a polite manner provide example on how to do it.
* To be in the working area 10 minutes before the required schedule.
* To ensure guest villas are cleaned, replenished supplies and amenities of the guest.
* To ensure master keys is safe and work sheet are nor expose to anyone except to your direct supervisor.
* Inspect the facilities, furniture and fixture and report to supervisor/ order taker / engineering and follow up.
* Maintains all Housekeeping equipment clean and good working condition.
* Assists on other floors and sections when request.
* To ensure that task sheet is filled up correctly.
* To pay attention on guest preference and small details by giving personalized service.
* To provide turn down service as per standard setup.
* Responsible for the cleanliness of guest rooms, corridors, and all area of the floor.
* Checks the occupied and departure rooms, giving special attention to guest needs.
* Ensures that the entire operation is performed as per the laid down standards.
* To organize immediately the guest needs under intimation to EHK/Executive.
* Manage guest requests, including VIP amenities and communicating them to the relevant team members
* Routine inspection of guest bedrooms to ensure they meet standards.
* Achieve positive outcomes from guest queries in a timely and efficient manner
* Carry out lost and found procedures.
* Report maintenance issues to Maintenance/Engineering Department.
* Assist Housekeeping Manager with training requirements.
* Represent the needs of the team to others in the hotel.
* Comply with hotel security, fire regulations and all health and safety legislation.
* Assist other departments wherever necessary and maintain good working relationships.

PERSONAL TRANING

* Housekeeping supervisor training.
* Chemical used in training provided by ECOLAB, Johnson Diversey company.
* Health & safety
* Fire Safety
* Safe chemical handling (QACC)
* Level 2 award in food and safety
* First Aid training

PERSONAL DETAILS:

Father’s Name: Madhav Prasad Upreti

Date of Birth: 04 Sep 1993

Religion: Hindu

Marital Status: Single

Nationality: Nepali

E-Mail Address: jivanupreti87@gmail.com

Permanent Address: Ithara -7 Morang, Nepal

Present Address: Abu Dhabi, UAE

PASSPORT DETAILS:

Passport no. 06228433

Issue Date 20thDec,2012

Expiry Date 19th, Dec,2022

Visa Status Visit Visa

LANGUAGES:

 English English/Hindi /Nepali/Urdu

ABILITY

* Ability to perform multitask effectively.
* Hard Working
* Leadership
* Good Team Player
* Can Work Under pressure.

DECLARATION

I hereby declare that the above-mentioned information is true in the best of my knowledge and belief.