

Curriculum Vitae

Mohammed Humaiyun Kabir Majumder

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Job Summary:

Responsible for the daily shift operations of Housekeeping & Laundry. Directs and works with employees to ensure property guestrooms, public space and employee areas are clean and well maintained. Completes inspections and holds people accountable for corrective action. Position assists in ensuring guest and employee satisfaction while maintaining the operating budget. The purpose of my job is to help aspiring my department leaders develop their skills. So that, they can achieve success and fulfillment in their career.

Former Job Description:

- Manage the daily operations of the Housekeeping Department, its associates, and leaders.
- Lead and effectively communicate to the housekeeping team requirements of daily business, tour, and groups in the Hotel including VIP guests and special requests.
- Ensure that all Housekeeping Team Members are aware of new and current policies and procedures.
- Work closely with all other Hotel Teams to ensure that the Hotel is always clean and condition of public and heart of house areas are pristine.
- Actively be in all Hotel areas both front and heart of house, conducting inspections, coaching associates, and participating in maintaining cleanliness and conditions of all areas.
- Plan and execute all tri-annual cleaning of guest rooms requiring external contractors.
- Manage administrative duties, including schedule, payroll, procurement, and operating expenses.
- Manage the Housekeeping team schedule and daily labor allotment.
- Participate in the creation of the annual budget for the Housekeeping Department.
- Achieve budgeted revenues and expenses and maximize profitability related to room operations.
- Consistently take ownership and coach the Housekeeping Team in the handling of guest issues; recover loyalty internally and externally with immediate follow up and effective problem resolution.
- Maintain a positive work environment, lead by example, and motivate associates to reach their potential.
- Recruit, select and train new team members.
- Coach associates daily through employee reviews, one-on-one sessions, and departmental meetings.
- Lead a team where collaboration and excellence the focus.
- Balance team member's mental and physical health to maintain retention and minimize STD (disability) claims.
- Respond quickly to guest requests and challenges in a friendly manner and take appropriate action to follow-up to ensure guest expectations are exceeded.
- Educate associates on safe work practices, including proper storage of chemicals and materials needed for daily room cleaning.
- Participate as a team player with all departments.
- Provide constructive feedback to all departments.
- Be a role model and ambassador, always representing the Radisson Blu Plaza and Radisson Brand, upholding our core values to the teams with the utmost professionalism.
- Professionally represent the hotel at community and industry organizations and events.
- Working with the laundry department to maintain top quality work in all areas of hotel linens, staff uniform & guest laundry.
- Conducting performance evaluations in accordance with hotel policies & procedures.

- Maintains a lost & found log record book & is responsible for all lost & found items.

Objective:

- To further my career in the hospitality Industry my experience & education to contribute & achieve company's goal.
- To enhance my professional skills in a dynamic & fast paced workplace.
- To solve problems in an effective & creative manner in a challenging position

Key proficiencies:

Guest satisfaction, Guest Relations, Branded Program, Operational Management, Staff Training & Management, Staff Training & Development, Team Building, Leadership & Communication skills, Budget oriented.

Academic Qualification:

- (1991-1993): Bachelor of Science awarded by National University of Bangladesh, Directorate in Second Division
- (1994-1997): Diploma in Tourism & Hospitality Management awarded by Eastern Mediterranean University (Turkey), Directorate in High Honor.
- (29/01/2003-16/07/2003): Successfully Completed Hospitality Industry Financial Accounting awarded by Educational Institute of American Hotel & Lodging Association, USA. St. No. 188542
- (October 30, 2002) Successfully Completed Hospitality Industry Managing Housekeeping Operations awarded by Educational Institute of American Hotel & Lodging Association, USA. St.No. 188542
- *Infection cleaning principal for hotels awarded by Institute of Hospitality on 20/03/2022 (UK)*
- *Infection prevention in nursing homes authorized by the University of North Carolina at Chapel Hill (USA) on 20/6/2024*

Training Program:

Following Training Completed through Accor Academies:

- Handling Guest Complains
- Communication Essentials
- Look Professional & Take care of yourself
- Personal Organization & Time Management
- 15 Minutes Satisfaction
- Keys to Professional Service (Quality & Responsibility)

Following subject completed through ACCOR HOTELS ACADEMIE (online university):

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|--|---|
| - Time Management (Planning& Prioritizing Your Time) The | - Problem Solving. |
| - Importance of Diversity & the changing workplace Effective | - Improving Communication Cross-cultural Relationships |
| - Team Communication, | - Using strategic thinking skills. |
| - Building your Influence as a Leader Building Rapport in | - Developing the Team & its Culture |
| - Customer Relationships | - Motivating & Optimizing Performances & giving feedback. |

Following Subject Completed through Radisson Academy:

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|--|-------------------------------------|
| - Remote Working | - Brand Immersion |
| - Safety & Security General Awareness | - Business Recover and Reopen |
| - Operation Manager | - Handling guests complain |
| - EMMA Training Housekeeping/Maintenance Manager | - Performance and Development Cycle |
| - Leadership Foundations. | - Time Management |
| - Infection Cleaning. | - Talent Foundation |

Computer skills: MS Word, Excel, FoxPro (Fundamental), Opera & Fidelio.

Work Experience:

- **Hotel Name** : **Radisson Blu Plaza Hotel**, King Abdullah Road- Al Naseem District -Jaddah -KSA.
- **Position** : Executive Housekeeper
- **Period** : From 18/12/2021 – 17/12/2023
- **No. of Keys** : 112
- **Chain** : Radisson Hotels Group

- **Hotel Name** : **Parkinn by Radisson**, Jubail Industrial City, Jalmuda dist.
- **Position** : Executive Housekeeper
- **Period** : From 18/12/2019 to 17/12/2021
- **No. of Keys** : 161
- **Chain** : Radisson Hotels Group

- **Hotel Name** : Ibis and Adagio Apart Hotel
- **Position** : Executive Housekeeper
- **Period** : From 23/10/2018 to 22/10/2019
- **No. of Keys** : 255
- **Chain** : Accor Hotels

- **Hotel Name** : Frontel Hotel – Tahlia Jeddah
- **Position** : Executive Housekeeper
- **Period** : From 17/05/2017 to 15/10/2018
- **No. of Keys** : 112
- **Chain** : Frontel Hotels and Resorts

- **Hotel Name** : Ibis Yanbu
- **Position** : Executive Housekeeper
- **Period** : From 12/09/2014 to 15/05/2017
- **No. of Keys** : 196
- **Chain** : Accor Hotels

- **Hotel Name** : Sheraton Al Harithyah Hotel Medina
- **Position** : **Asst.** Executive Housekeeper
- **Period** : From 01/01/2004 to 30/09/2004
- **No. of Keys** : 570
- **Chain** : Starwood hotels

- **Hotel Name** : Mawaddah Hotel - Madinah
- **Position** : Housekeeping Manager
- **Period** : From 19/12/1998 to 31/12/2003 and 02/10/2004 to 31/08/2014
- **No. of Keys** : 455
- **Chain** : Mawaddah Hospitality for Hotel and Umra service under management of Nesma.

- **Hotel Name** : Champion Holiday Village -Antalya - Turkey
- **Position** : **Assistant Housekeeper**
- **Period** : From 01/07/1995 to 30/09/1995
- **No. of Keys** : 100 Villas
- **Chain** : Holiday Villa

- **Hotel Name** : Palm Beach Hotel -Gazi Magusa -North Cyprus- Turkey
- **Position** : **Receptionist**
- **Period** : From 01/11/1995 to 01/30/1996
- **No. of Keys** : 230
- **Chain** : Palm hotels group – Turkey

- **Hotel Name** : Salamis Bay Hotel -North Cyprus- Turkey
- **Position** : Minibar Control Attendant
- **Period** : From 01/11/1994 to 01/04/1995
- **No. of Keys** : 600
- **Chain** : Local Five Star Hotel- North Cyprus Turkey

References:

- **Asst. Prof. Dr. Mehmet Altinay, Director, School of Tourism & Hospitality Management, EasternMediterranean University, Gazi Magusa, Northern Cyprus, P.O.Bo95, (Via- Mersin 10) Turkey . Tel:00-90-392-366-4478 Fax:366-1584**

Nasrat Raseem

General Manager

Ibis Yanbu Hotel, Saudi Arabia

E-mail : nasrate.rassem@accor.com

- **Osama Bashnieni**
Human Resources Manager
Rotana Hotels
Email: osama.bashnieni@rotana.com, Mobile: 00966560222141

Other Information:

- **Date of birth** : 12th December 1970
- **Nationality** : Bangladeshi
- **Religion** : Islam
- **Marital Status** : Married & have three children
- **Language Known** : English (Advance) Bengali (Fluent), & Little Arabic
- **Passport Number** : EF 0993816 Expiry date: 1st June 2025
- **Iqama Status** : Transferable & valid until 11/04/2025

- **Contact Address** : **Taif, Saudi Arabia**
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