

CAREER SUMMARY

Service Oriented House Keeping Professional with 7+ years of expertise in Hotel Operations, People management & Training , With expertise in GCC arena and handy exposure in guest relations , seeking a profile that would advance my career to the next level .

Core Competencies



Experience

HOUSEKEEPING SUPERVISOR

Qatar

GLOBAL SPORTS EVENT- ACCOR HOTEL , Jan 2022- Dec 2022

- Proactively involved in Managing housekeeping team during the **FIFA World Cup Event**
- Conducting Product Training sessions for the new recruits and ensure effective job onboarding ..
- Checking rooms and common areas, including stairways and lounge areas, for cleanliness
- Responsible for Scheduling shifts and arrange for replacements in cases of absence
- Monitoring and replenishing cleaning products stock including floor cleaner, bleach and rubber gloves
- Ensure compliance with safety and sanitation policies in all areas
- Motivate team members and resolve any issues that occur on the job.

HOUSEKEEPING SUPERVISOR

Doha , Qatar

AL MESSILA LUXURY COLLECTION RESORT , Mar 2020- Jan 2022

- Assigning housekeeping tasks to staff and inspecting work to ensure that the prescribed standards of cleanliness are met.
- Investigating and addressing complaints regarding poor housekeeping service.
- Choosing the right supplier for the project works carpet curtains changing.
- Regularly taking inventory of cleaning supplies and ordering stock as needed
- Ensuring cent percent guest satisfaction on cleanliness & service .

HOUSEKEEPING COORDINATOR

Ajman , UAE

LUXURY COLLECTION HOTEL , July 2018- Feb 2020

- Responsible arranging and assists in daily housekeeping operations and requirements.
- Handled secure maintenance of all room keys and auxiliary locks.
- Preparation paperwork such as drafting budget reports, maintaining staff records, assigning cleaning tasks and taking inventories
- Conversing well with external and external guests, resolve queries if any .
- Managing telephonic queries about the standards , ensure guest satisfaction as per the luxury hotel standards
- Monitoring the shift allocation process of housekeepers.



AKHIL ASHOKAN

**HOUSEKEEPING
PROFESSIONAL**

Get In Touch

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- Kerala , India

Skills & Expertise

- Hotel Operations
- Employee management
- Hospitality Management
- Inventory management
- Workflow Reports
- Tele Coordination
- Duty management
- Email Communications

Personal Info

- NATIONALITY : INDIAN
- STATUS : SINGLE
- DOB : 04-01-1994
- PASSPORT : YES
- RELIGION : HINDU

Software Expertise

- OPERA PMS
- BAYAN
- BIRCH STREET
- ADACO
- OASIS
- PROJECT TREE
- MS OFFICE
- POWERPOINT
- TALLY

Languages

- ENGLISH - PROFESSIONAL
- TAMIL - PROFESSIONAL
- HINDI _PROFESSIONAL
- MALAYALAM -NATIVE

Declaration

I here by confirm the specified facts are true to the best of my knowledge .

RITZ CARLTON ALWADI DESERT RESORT , MAR 2017- JULY 2018

- Greeting guests and responding to queries.
- Changing bed linen and making beds.
- Replacing used towels and other bathroom amenities, such as shampoo and soap.
- Sweeping and mopping floors.
- Vacuuming carpets.

Education

DIPLOMA IN COMPUTER APPLICATION

- *TALLY COMPUTER APPLICATION*

HIGHER SECONDARY

- *Kerala State Board*

SECONDARY

- *Kerala State Board*

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