**MUZAFAR AHMAD MOHAND**

Cell- +919682521243

Email id: mohandmuzafar@gmail.com

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| Objective: |

● To constantly maintain quality and cleanliness in the service of housekeeping, observe and install discipline in my subordinates as well as working with best supervision.

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| Professional Experience: |

**RK SAROVAR PORTICO SGR.**

*Worked as Housekeeping Supervisor from 18 APR 2018 to SEP 2020.*

**Core Responsibilities**

● Responsible for supervising the work of the on duty staff.

● Assign duties of the employees.

● Confirm with the front office for special guest request such as flower arrangement in the room.

● Make sure that check out rooms are cleaned and hand over to the front office on time. ● Ensure that the public areas are regularly cleaned, especially during events and functions.

● Coordinate with the housekeeping manager for conducting the performance appraisal. ● Train new employees for adapting to the hotel sop.

● Maintain a log of the daily tasks allocated and completed.

● Analyze the staff performance for developing training plans.

● Attends staff meetings to discuss company policies and patrons’ complaints. ● Performs cleaning duties in case of emergency or staff shortage.

● Directing housekeeping staff to ensure a high standard of cleanliness in all public areas.

● Maintaining an inventory of guest room and housekeeping supplies.

● Maintaining key control.

● Inspect the work of the housekeeping staff to make sure that they were properly cleaning.

● Report needed repairs to the maintenance staff.

● Report last and found articles.

● Updated team members about changes in hotel products and services, ● Supervising the disposal of trash and waste.

● Making sure that all guest rooms have appropriate supplies and linen in them.

● Reporting any maintenance problems, safety hazards, accidents, or injuries to senior managers.

● Give and take proper handover at the end and beginning of the shift.

**FAB GROUP OF HOTELS DEHLI NCR**

Worked as a guest delight officer from 10 of JAN. 2017 to 15th of feb 2018.

**Core Responsibilities**

● Updated team members about changes in hotel products and services,

● Handling the guest complaints .

● Checking the inspected rooms.

● Inventories and stock taking.

● Take complete responsibility for hygiene, maintenance and cleanliness.

**Heaven Retreat Gulmarg Srinagar**

Worked as a house keeping supervisor from APR 2016. to SEP 2016.

**Core Responsibilities**

● Responsible for supervising the work of the on duty staff.

● Assign duties of the employees.

● Confirm with the front office for special guest request such as flower arrangement in the room.

● Make sure that check out rooms are cleaned and hand over to the front office on time. ● Ensure that the public areas are regularly cleaned, especially during events and functions.

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● Maintain a log of the daily tasks allocated and completed.

● Analyze the staff performance for developing training plans.

● Attends staff meetings to discuss company policies and patrons’ complaints. ● Performs cleaning duties in case of emergency or staff shortage.

● Directing housekeeping staff to ensure a high standard of cleanliness in all public areas.

**Mannat Resort Rajbag Srinagar**

**Worked as a house keeping Associate**

**Core Responsibilities**

● Cleaning of rooms as well as public areas.

● Cleaning and sanitizing guest rooms as per the organization standard.

● Giving turndown service.

● Stock linen cabinet at the end of the shift.

● Report any maintenance imperfection in guest rooms and nearby areas to housekeeping staff

**The Khyber Himalayan Resort and Spa Gulmarg Kashmir India**

● Worked in pre opening team member as a associate from 3rd September 2012 to 6th of June 2014.

**Core Responsibilities**

● Cleaning of rooms as well as public areas.

● Cleaning and sanitizing guest rooms as per the organization standard.

● Giving turndown service.

● Stock linen cabinet at the end of the shift.

● Report any maintenance imperfection in guest rooms and nearby areas to housekeeping staff.

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| Capabilities |

● Ability to work in tough conditions.

● Ability to hold responsibilities that may be assigned by the management. ● Good communication and presentation skills.

● Better understanding and basic scientific principles.

● Managing the daily activities of housekeeping department.

● Able to work in damp, dusty and dirty areas.

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| Academic Qualification |

● B A from KASHMIR UNIVERSITY INDIA.

● 10+2 from JKBOSE INDIA.

● Matriculation from JK BOSE INDIA.

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| Professional Diploma |

● Three months training courses in housekeeping Institute IL$FS hospitality& retail.

● **Hotel management and catering technology** Srinagar India from June 2012. ● Six-week short-term course of housekeeping from IHM Srinagar Kashmir India.

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| Computer Skills |

● MS Word, MS Excel, , Internet applications.

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| Personal Information |

● Name: Muzafar Ahmad Mohand

● Father's name: Assadullah Mohand

● Date of Birth: 04-11-1987

● Marital Status: Married

● Nationality: India

● Religion: Islam

● Language: English, Urdu, Kashmiri

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| Declaration |

● I hereby declare that the information given above is true to the best of my knowledge and belief.