

## **Curriculum Vitae**



**Name:** Afroz Ansari

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### **Objective:**

To attain a challenging position that enables me to use my skills and further develop my skills in the industry.

### **Employment Objective:**

Housekeeping Executive

### **Educational Qualification:**

- Passed higher secondary from Jharkhand Academic Council, Ranchi in the year 2014.
- Passed secondary from Jharkhand Academic Council, Ranchi in the year 2012.

### **Work Experience:**

- Worked with Clairvoyant facilities Management LLC Dubai as a Receptionist from 12th Aug 2018 to 13<sup>th</sup> Oct 2019.

### **Duties and Responsibilities:**

- Ensuring customer satisfaction by achieving delivery of service quality norms by
- Interacting with clients, handle guests' requests & resolving complaints.
- Delivering high-value services to upscale clients for exalting their satisfaction levels.
- Interacting with guest for quick resolution of their problems and providing high quality
- Services to achieve customer delight.
- Meet Daily guest and take the feedback from the guest and update his/ her preference on PMS.

Worked as a **Housekeeping - GSA** at **The Fern Hotel Lonavala, Pune** from 17th Jan 2020 - to 30th Nov 2021.

**Duties and Responsibilities:**

- Handling Minibar Operations.
- Lost and found handovers and disposal process.
- Liaising with front office and the HK executives for proper and smooth turnaround of room's inventory.
- Stock transfers in inter- departments for minibar articles.
- Implementing salt tools to create WOW experiences for a guest.
- Handling Desk operation smoothly.
- Handling public area.

Worked as a **Housekeeping – Tr. Supervisor** at **The Fern Hotel Lonavala, Pune** from 24 01<sup>st</sup> Dec 2021 to 23<sup>rd</sup> Aug 2022. (Promoted from GSA to Tr. Supervisor)

**Duties and Responsibilities:**

- Maintaining standard procedure of service.
- Keeping guest comfortable and satisfied for repeat business.
- Run sold rooms report, Verify room status, determine discrepant rooms, prioritize room cleaning and update status of departing guest rooms.
- Prepare and distribute assignment sheets to the fellow colleagues.
- Record, monitor and update list of do not disturb rooms and rooms previously on the do not disturb list.

Currently working as a **Housekeeping Supervisor** at **Rakabi The Fern Hotel Igatpuri Maharashtra** from 25th Aug 2022 till now. (Got internal transfer)

**Duties and Responsibilities:**

- Support Manager in assigning the work of Room Attendants and House Attendants and assist the Housekeeping employees by jumping in and cleaning as needed.
- Check and maintain adequate level of supplies and material and request replenishment of supplies as required
- Work with Front Desk and Maintenance Departments regarding the status of rooms and common areas ensuring that guest requirements are met according to Hotel policy.
- Assist the Housekeeper Manager in the daily checking of guest rooms and designated staff areas, public areas maintaining cleanliness standards.
- Ensure guest lost items are secured and policies followed.
- Carry out opening and closing procedures including hosting morning meeting, staff warm up and assigning rooms and tasks.

- Ensure prompt email communication with other departments.
- Assist with team member orientation and training within the department.
- Attend meetings as requested and contribute new ideas to the overall success of the operation.
- Lead by example and communicate with all team members in a fair and respectful way.
- Inspire the team to achieve high standards of work and guest care.
- Follow all emergency procedures.
- Ensure all guest comments and feedback are acknowledged and followed up promptly.
- Establish and educate staff on cleanliness, tidiness and hygiene standards
- Motivate team members and resolve any issues that occur on the job
- Respond to customer complaints and special requests
- Monitor and replenish cleaning products stock including floor cleaner, bleach and rubber gloves
- Participate in large cleaning projects as required
- Ensure compliance with safety and sanitation policies in all areas

#### **ACHIEVEMENTS:**

- Was awarded as “Employee of the month” in December 2022 at **Rakabi The Fern Igatpuri Maharashtra.**
- Was awarded as “Employee of the year” in the 2021 at **The Fern Lonavala.**
- Was awarded as “Heart of the House” in February 2020 at **The Fern Lonavala.**

**Software known -** Microsoft Office, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, and Inkeys & IDS.

#### **Personal Details:**

Father Name:	Niyamat Ansari
Date of Birth:	10/02/1995
Nationality:	Indian
Marital Status:	Unmarried
Languages Known:	English & Hindi
Hobbies:	Playing Cricket, Listening Music

#### **Declaration:**

I hereby declare that all information mentioned above is true, complete and correct to the best of my knowledge. I will make it my earnest endeavor to discharge competently and carefully the duties you may be pleased to entrust with me.

**Yours’s faithfully,**

**Afroz Ansari**