

CURRICULUM VITAE

RUBEL MOLLA

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Career Objective:

A young self-motivated hard-working person gained a handful of experience in the field of the Housekeeping Department. I am presently working as a Housekeeping Supervisor at The Sapphire Plaza Hotel (Doha) Pressure a challenging career in a dynamic organization where I will have the opportunity to utilize my talent and prove my skill for professional career development. To find an opportunity to build my career that assures me furnished in my future life. So, I need a suitable job that has an excellent working environment.

Educational Qualification:

- Higher Secondary education Completed
- High School Level Completed

Experience:

- ❖ Housekeeping Supervisor at Sapphire Plaza Hotel from 20th of April 2022 to continue.
- ❖ Senior Housekeeping Attendant@ Prime Lands Company LLC. / Doha, Qatar 01 October 2020-till the 15th of April 2022.
- ❖ Room Attendant @ TIME Rako Hotel, Doha Qatar from 30m May 2019 to 30th September 2020.
- ❖ Cross Training in Front Office Department as Bel Boy @TIME Rako Hotel, Doha Qatar from 10th Aug 2020 to 30th November 2020).
- ❖ Room attendant @ Saudi Oger (Hotel & Catering) in Saudi Arabia more than 5 years from 01 June 2008 to 15m September 2013.
- ❖ Room Attendant @Sapphire Plaza Hotel/Doha, Qatar 1 year 6 months from 20th Aug 2015 to 9 March 2017.
- ❖ Holder Of Qatar Light Driving License.

Language Proficiency:

- Have Good Communication skills in Arabic, English, Hindi, Urdu, and Bangla (Mother Language)

Computer Skills:

- ❖ Good knowledge of MS Word, MS Excel, Opera Software, Emailing, Internet Browsing, etc

PROFESSIONAL EXPERIENCE:

Housekeeping Supervisor

Responsibility

- Creating room attendant assignments with proper floor allocations along with daily, weekly, and deep cleaning
- Schedules for cleaning activities of the rooms as well as public areas
- Steering efforts in maintaining lost & found records register
- Liaising with the front office and other departments for smooth operations and to keep all areas well organized
- Examining the rooms and following up with occupied rooms check-up Updating on Day Use, VIPs, VVIPs, Group arrivals guests and banquet functions
- Generating discrepancy reports according to the shift
- Maintaining daily log book and following up with handovers to the next shift

Staff Management:

Responsibility

- Recruit, train, and housekeeping staff.
- Schedule and organize work assignments for the housekeeping team.
- Conduct performance evaluations and provide feedback to employees.
- Ensure that staff adheres to the established policies and procedures.

Cleaning Standards:

- Establish and enforce cleaning standards and procedures.
- Inspect rooms and public areas to ensure cleanliness and compliance with standards.
- Implement and maintain a quality control program to meet or exceed guest expectations.

Inventory Management:

- Manage and control inventory of cleaning supplies and equipment.
- Place orders for cleaning supplies and equipment as needed.
- Ensure proper storage and use of cleaning agents.

Budget Management:

- Develop and manage the housekeeping budget.
- Monitor expenses and control costs within budgetary constraints.
- Provide input on budgetary needs for staffing, supplies, and equipment.

Coordination with Other Departments:

- Collaborate with other departments, such as front desk and maintenance, to ensure smooth
- Operation
- Coordinate with the laundry department to manage linen and uniform needs.

Guest Relations:

- Address guest concerns and complaints related to housekeeping services.
- Work to resolve issues promptly and maintain a positive guest experience.

Health and Safety Compliance:

- Ensure compliance with health and safety regulations.
- Implement and monitor safety protocols for housekeeping staff.

Training and Development:

- Provide ongoing training to housekeeping staff on cleaning techniques, safety procedures, and customer service.
- Keep abreast of industry trends and innovations to improve housekeeping operations.

Personal Information:

Date of Birth : February 01, 1988
Gender : Male
Nationality : Bangladesh
Religion : Islam (Muslim)
Qatar ID : 28505019288
Marital Status : Married

Declaration

I with this declare that all the information given above is true to the best of my sense and belief.

Date:

Rubel Molla