

MUHAMMAD SAEED A. ZAKARIA
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PROFESSIONAL SUMMARY

Dedicated and experienced Housekeeping professional with proven success managing Housekeeping & Laundry operations of Hotels and Hotel Apartments. Looking for a position where my education & experiences makes a great impact in developing my skills and thereby contributing to the company's growth, ensuring to meet high quality standards and customer satisfaction.

SKILLS

- | | | |
|-------------------------|-----------------|-------------------------------|
| • Leadership | • P & L | • Property Management Systems |
| • Customer Satisfaction | • Pre-opening | • Inventory Management |
| • Budgeting | • Trainer | • Time Management |
| • Recruitment | • Team Building | • Purchase orders |

EDUCATION

July 2006 - Sep 2009 Bachelor of Science in Hotel Management
Institute of Hotel & Restaurant Management – Goa, India.

WORK HISTORY

June 2022 to Present Housekeeping Manager
Nesma United Industries, Al Khobar, Saudi Arabia
(Featuring 550 guest rooms & suites exclusive for Saudi Aramco)
Leading & Managing a team of 49 team members including 6 Supervisors.

- Oversee completely managing the Housekeeping and Laundry operations.
- Evaluate Guest satisfaction levels and monitor trends with a focus on continuous improvement.
- Operate within departmental budgets through effective stock and cost controls and well managed schedules.
- Set department target and objectives, work schedules, budgets, and policies and procedures.
- Planning and ordering Linen, Operational supplies and equipments.
- Monitor the appearance, standards and performance of the Housekeeping/Laundry team with an emphasis on training and teamwork.
- Ensure team members have an up-to-date knowledge of all room categories and amenities.
- Ensure staffing level covers business demands.
- Ensure ongoing training.
- Ensure communication meetings are conducted and post-meeting minutes generated.
- Manage staff performance issues in compliance with company policies and procedures.
- Maintaining departmental records, documents and inventories.

Feb 2020 to May 2022 **Assistant Manager Housekeeping**
(2 years 4 months) **InterContinental Hotel Mumbai, India.**

Luxury Five Star Boutique Hotel

- Supervise and direct the day to day operation of Housekeeping department.
- To regularly inspect Guest rooms, Public areas and storage rooms for cleanliness and maintenance.
- Analyze guest feedback and implement action plan for improvement.
- Address guest complaints or issues to ensure the best guest experience.
- Effectively manages and monitors all order for the Department including all cleaning supplies and guest amenities.
- Assist Executive Housekeeper in preparing annual budget.
- Prepare month end reports and inventories of guest supplies, linen, chemicals and hk equipments and submit to the Executive Housekeeper.
- Responsible for overlooking records and registers.
- Monitor the appearance, standards and performance of the Housekeeping Team with an emphasis on training and teamwork.
- Ensure staffing levels cover business demands.
- Handling department duty roster, vacation planner & manning.
- Plan and implement preventive maintenance and cleaning schedules for rooms and public areas.

July 2017 to July 2019 **Assistant Executive Housekeeper**
(2 years) **Golden Sands Hotel Apartments, Dubai, UAE.**

(Features 461 hotel rooms, including suites, one bedroom, 2 bedroom & 3 bedroom apartments)

- Responsible for overall hotel upkeep and cleanliness.
- Participation & regulation in periodical inventories.
- Handling vendor management & ensuring adherence of standards as per the contract.
- Responsible for the roster of the department.
- Assisting Executive Housekeeper in departmental budgets.
- Consistent track on budgeted progress reports and departmental expense.
- Snagging of guest floors and Public areas and Handling Guest Complaints.
- Checking for the finishing and coordinating with engineering to return the rooms in impeccable condition.
- Responsible for Equipments, Annual maintenance contracts and stores requisitions.
- Approval and reordering of new / old housekeeping related items / amenities.
- Guest interaction to capture their preferences and suggestions
- Actualization of training and conducting training sessions for team members.
- Responsible for overlooking records and registers.
- Seeking guest feedback and encourage team to make defect free rooms to increase overall guest scores.
- Responsible for all major renovations, super cleaning of rooms & VIP movements.

Aug 2014 to July 2017
(3 years)

Senior Housekeeping Supervisor
Palace Downtown, Dubai, UAE.

(Luxury five star hotel features 242 hotel rooms, including 81 lavish hotel suites)
Joined as HK Supervisor and was promoted to Sr. HK Supervisor in Oct, 2015.

- Inspect guest rooms, public areas and pantries for cleanliness and maintenance.
- In charge of evening shift operations.
- Departmental Trainer.
- Prepare monthly training calendar and submit to the Executive Housekeeper for approval.
- Analyze Monthly Profit and Lost statement.
- Analyze guest feedback and implement action plan for improvement.
- Performance Appraisal of the staff in the department.
- Prepare department duty roster.
- Conduct monthly audits with contractors such as pest control, carpet, marble, etc.
- Plan and implement preventive maintenance and cleaning schedules for rooms and public areas.

Sep 2011 to July 2014
(2 years 10 months)

Housekeeping Team Leader
Park Hyatt Abu Dhabi, UAE.

(A five star luxury beach resort offers 306 luxuriously appointed rooms, suites and villas)
Got transfer from GHM as Room attendant & was promoted to HK Team Leader in Jan, 2013.

- Inspect guest rooms, public areas and pantries for cleanliness and maintenance.
- In charge of minibar operations and inventory.
- Departmental trainer.

Feb 2010 to Sep 2011
(1 year 7 months)

Housekeeping Room Attendant
Grand Hyatt Mumbai, India.

(A five star city resort featuring 548 luxury rooms & suites and 111 serviced apartments)

ACHIEVEMENTS & AWARDS

- Successful opening after renovation of 193 Hotel Apartments in Golden Sands 5, Dubai.
- Implemented process improvements to increase guest satisfaction.
- Certified Train the Trainer at Palace Downtown Dubai.
- Awarded Winner of Public Area Team Leader at Clean Middle East Excellence Awards 2015, UAE.
- Contributed to the successful opening of Park Hyatt Abu Dhabi Hotel and Villas Nov 1, 2011.

PERSONAL INFORMATION

Date of Birth: 6th Dec 1988
Nationality: Indian
Skype: muhammadzakaria907

Marital Status: Married
Passport no: T7989568
LinkedIn: <https://www.linkedin.com/in/ms-zakaria>

LANGUAGES

English, Hindi and Marathi.

DECLARATION

I accept that the above information is true and correct.

Date:

Place:

Muhammad Saeed A. Zakaria