**KARATHEE Muhammad Jawaad Mukhtaar Ali**EDMONTON T6W3G2 AB | alitheking3@hotmail.com | (587) 3857471

PROFILE

A dynamic, results-oriented Hotel Housekeeper and offering focused leadership to drive sales and profitability in highly competitive markets. Noted for outstanding communication skills, both with guests and staff; ability to resolve problems quickly and equitably to ensure satisfied customers and happy employees. Consistently achieved performance goals through enthusiasm, tenacity, and initiative. Supervisor with the ability to motivate staff members and turn under-producing teams into record-breaking units. Well-organized with a track record that demonstrates self-motivation, perseverance and the creativity to achieve both personal and corporate goals.

CORE PROFICIENCIES

Multilingual – Hotel Housekeeping – Team Building – Staff Training – Guest Relations – Cost Control – Safety Management – Quality Assurance – Leadership – Customer Service

PROFESSIONAL EXPERIENCE

* **Housekeeping Supervisor March 2021-June 2024**

**Ravenala Attitude Hotel - Balaclava, Mauritius**

* Trained housekeepers on cleaning and maintenance tasks
* Oversaw staff on a daily basis
* Checked rooms and common areas, including stairways and lounge areas, for cleanliness
* Scheduled shifts and arrange for replacements in cases of absence
* Established and educated staff on cleanliness, tidiness and hygiene standards
* Motivated team members and resolved any issues that occur on the job
* Responded to customer complaints and special requests
* **Housekeeping Supervisor January 2020-March 2021**

**Zilwa Attitude Hotel - Calodyne, Mauritius**

* Offered high-quality customer service
* Issued supplies and equipment to staff
* Offered high-quality customer service
* Assigned housekeeping tasks
* Created staffing schedules
* Provided orientation and training
* **Housekeeper January 2014-December 2019**

**Tropical Attitude – Trou D’eau Douce, Mauritius**

* Answered immediately to request from guests, as well as from other departments
* Took away, room service items, dirty linen, and trash and replaced them with new ones
* Genuinely appreciated and thanked guests for their visit
* Maintained quality standards and expectations
* Adjusted furniture, desk items, and appliances when necessary
* Entered guest rooms by adhering to proper procedures and ensured they are vacant
* Answered immediately to request from guests, as well as from other departments

EDUCATION AND TRAINING

* **Higher School Certificate (Higher School Diploma) 2011**

University of Cambridge

* **Word Processing Techniques 2005**
* **Spreadsheet Processing Techniques**

The City and Guilds of London Institute