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Date of Birth:
March, 14, 1992

Nationality:
Indian, Kerala

Languages Known:
English, Malayalam,
Tamil, Hindi

I.T Skills:
MS Access,
Data Entry, Tally

My Interest:
Hotel Development,
Creative in New Ethics,
Enlarging My Work.

PERSONAL SUMMARY

I'AM Ambitious and passionate with an excellent work ethic, I am an innovative worker with creative skills from my unique background. I am able to work independently and easily self-thought. Exceptionally talented and resourceful hospitality with over six years of experience in providing efficient and comprehensive housekeeping and cleaning service to client in Accordance with quality Improvement recommendation, high task force code of practice and national cleaning services specifications. Dynamic multitasked with the ability to seamlessly jump between tasks and accomplished expected deliverables within established deadline.

I 'am very passionate and self-driven individual, I enjoy development, maintenance and improvement of operating hotel/resort processes. I'm highly skilled managing the efforts and activities of teams as well as being a great team and consensus builder my experience with companies such as **FORT HOUSE HOTEL, TALL TREES HOTEL** has ensured an outstanding Housekeeping service etiquette and creatively in front reception at **THE MALABAR HOUSE**.

For 6 Years I held a position with responsibility over back of the house operations (House Keeping, Support Services & Laundry Divisions) I have a consolidated senior management experience in all divisions of resort/hotels. My work experience which spans the country from Kerala to India is a great asset as I have a great deal of understanding. I am a ready addition to any organization weather starting or established.

KEY SKILLS AND COMPETENCIES

- Having a professional manner with an emphasis on hospitality and guest service
- Calm efficient & organized
- Friendly disposition with clear spoken English

<p>Other Skills: Business Publications, Business Management Skills</p> <p>Father's Name : ANEEF M.A</p> <p>Mother's Name: SUHARABI</p> <p>Marital Status : Single</p> <p>Gender : Male</p> <p>Blood Group: O+ve</p> <p>Religion & Caste : Islam / Muslim</p> <p>Passport Details : Number - P4776721 Place of Issue - Cochin Date of Issue - 22/11/2016 Date of Expiry - 21/11/2026</p> <p>Driving License No. : 43/908/2014</p> <p>Hobbies : Work Development Seek Knowledge Individual sports Tech Hobbies Reading Books Listening Music Extreme Sport</p>	<p>ACADEMIC QUALIFICATION</p> <ul style="list-style-type: none"> ● Board of Higher Secondary Education of Madhya Bharat Gwalior Intermediate Examination (HSE) March 2008- 2009 ● 1997-2007 General Education Department Secondary School Leaving Certificate (SSLC) <p>PROFESSIONAL QAULIFICATION</p> <p>(2010-2012) 3 Year Diploma in Hotel Management & Catering from Modern Group of Institution Kollam, Kerala, India.</p> <p>PROFESSIONAL SUMMARY</p> <p><u>HOUSE KEEPING</u></p> <p>A positive, Professional 7 Presentable individual who has an extensive Background in Senior hospitality role, Trust worthy, Friendly and highly reliable housekeeper with considerable experience in running a large house hold, carrying out, cleaning, Laundry duties as well as other Ad hoc Domestic tasks. Extensive knowledge of operating household cleaning equipment and electrical appliances. Works safely, prioritizing safe storage of equipment and chemical used in cleaning. Pays extreme attention to every detail, ensuring high standards of presentation and cleanliness at all times. Competent list for shopping and ordering household products, overseeing delivery of these can liaise with tradesmen to resolve household maintenance issues. A physical fit and hardworking person who enjoys a challenge good with pets and children. Happy to work flexibly to fit in the employer's personal time table. Happy to undertake an enhanced DBS check prior to starting work. A well-mannered, polite & hard working house keeper with experience of overseeing the day to day operations of the house keeping department to meet hotel standards & provide consistently seamless guest service having a proven ability to create a pleasant self-welcoming & Clean environment for guests. Punctual flexible and with an eye for detail and ability to ensure a professional efficient and effective housekeeping service. Currently looking for a suitable housekeeping or receptionist that offers variety and the opportunity to develop both personally and professionally.</p>
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EMPLOYMENT HISTORY

The Fort House Hotel

Official Description

Visit Fort House Munnar and let nature encircle and entice you... experience the majestic Western Ghats in all its splendor and glory. Virgin Greenery and nature is fast diminishing in these days of polluted cities and even more polluted holiday destination. Fort Munnar provides itself on its location – 20kms from main Munnar Town, Surrounded by enormous trees enchanting hills and trees with green foliage. A trip during a day from Munnar to Chinnakanal is an experience in itself with soothing greenery lavished all through the winding hills... you would never want the journey to end to reach Fort House Munnar at Chinnakanal and you are in for a treat. Walk into hotel with the old world charm of a bygone colonial area. In these days of stereotype accommodation Fort House Munnar offers you a glimpse of life in the days of leisurely morning. Garden tea parties evening of snooker and happy hours with family

Job Profile : Night Shift Attendant

Time Duration : 2nd Aug 2012 – 28th Dec 2014

DUTIES & RESPONSIBILITIES

- Prepare reports concerning the room occupancy, pay role expenses and department expenses.
- Attend periodic staff meetings with other department heads to discuss company policies and patrons complains and to make recommendations to improve service and ensure more efficient operation
- Record data concerning work assignments, personal actions, time cards and prepare periodic reports
- Attend training seminars to perfect housekeeping technics and procedures and enhance supervisory skills
- Conduct orientation training of new employees and in service training of other employees to explain company polices, housekeeping work procedures and to demonstrate use and maintenance of equipment
- Screen jobs applicant, hire new employees and recommend promotions transfers or dismissals
- Examines rooms, halls and lobbies to determine need for repairs or replacements of furniture or equipment and make recommendations to management
- Investigate complaints regarding housekeeping service and equipment, and take corrective action
- Inventory stock to ensure adequate supplies
- Advise manager desk clerk or admitting personal of rooms ready for occupants

- Assign workers their duties and review work for conformants to prescribe standards of cleanliness
- Obtain list of vacant rooms needing to be cleaned immediately and list of perspective check outs or discharges in order to prepare work assignments
- Supervise work activities of cleaning personal to ensure clean orderly attractive rooms in the hotel

EMPLOYMENT HISTORY

The Tall Trees Hotel

Official Description

Set on a sprawling property spanning nearly 66 hectares and surrounded by a Verdant landscape these upscale resorts is 2.4 km from Pothamedu View Point and 8 km from the Tea Museum.

Job Profile : House Keeping Assistant

Time Duration : 5th Jan 2015 – 12th July 2017

DUTIES & RESPONSIBILITIES

- Servicing bedrooms to the required standard, using cleaning materials/ equipment
- Supply and replace essential toiletries and breakfast items
- Responsible for the housekeeping standards in the hotel, gym & spa
- Providing an efficient comprehensive housekeeping service
- Ensuring that repairs are reported and carried out as quickly
- Marinating flowers in vases
- Change and machine wash towels and Spanish style bed sheets & also iron bed sheets
- Looking after delicate fabrics such as silk and wool etc.
- Ensuring that cleaning duties are carried out in accordance with a cleaning schedule
- Reporting missing or damaged items to the housekeeping supervisors.
- Collecting soiled linen for laundering
- Responding at all times in a friendly helpful manner of guests and other colleagues
- Cleaning the rooms hallways and restrooms
- Carrying out duties with the minimum amount of instructions
- Occasionally babysitting and looking after young children
- Taking on extra responsibility like shopping and running errands
- Changing Bed sheets and washing the dirty ones
- Unpacking and storing all food deliveries

- Ensuring the linen stocks are in control

PROFESSIONAL SUMMARY

RECEPTIONIST

A Physical fit and hard working person who enjoys a challenge NIYAS Objective as a hotel receptionist is to deliver excellent customer service at all times to the guest. I can fulfill this by greeting guest up on arrival with gusto. Observing Phone etiquette; ensure smooth checking in and out of guests and managing room's reservations. And cancellations properly, Part of my objective is to promote the hotel's facilities to the guest in the most polite and informative the way I can not only that I will also ensure safety of the guests by communicating with them the safety procedures and service standards of the hotel. I believe with these key strengths I can achieve this objective.

A courteous polite and well-spoken hotel receptionist who is highly efficient and has excellent organizational skills. Possessing a good team spirit deadline oriented and having a passion for providing the highest standards of hospitality and service to guest. Helpful and approachable but also commercially minded and having the ability to promote hotel facilities and maximize the sales opportunities at all times. A quick learner who can absorb new ideas to communicate clearly and effectively and also find suitable solutions to meet the needs of guest. Keen to find a suitable position within an ambitious hotel where I will be able to continue to increase my work experience and develop my abilities

EMPLOYMENT HISTORY

The Malabar House

Official Description

Malabar House is a charming boutique hotel overlooking the parade ground in the heart of Fort Kochi. 17 Highly Individual Rooms and Suits Seamlessly combined tradition and contemporary design. The Malabar House is a member of Relays & Chateaux. Malabar Escapes offers the finest Circuit of Biotic and Villa Hotels in Kerala. Placed in Colonial Fort Cochin, The back waters and plantation hills, each escape gives you a distinct experience & flavor.

Job Profile : Receptionist

Time Duration : 1st Aug 2017 – 22nd Jan 2018

DUTIES & RESPONSIBILITIES

- Welcoming guests to the hotel in a polite, friendly and helpful manner.
- Dealing with late arrivals and assisting with early checkouts
- Checkouts departing guests using the hotel accounting system
- Taking payment from guest in the form of cash or credit cards
- Answering telephone enquiries promptly & professionally & Calls on
- Being a point of contact for guest should they have any quires
- Arranging for the tours of the hotels rooms and facilities
- Operating switchboard and calls appropriately
- Dealing with and solving customer complaints
- Checking function sheets
- Managing group bookings for conferencing the restaurant and accommodation
- Keeping up to date on all hotel products services pricing & promotional offers
- Completing the night auditing procedures with accuracy and attention to detail
- Maximize Sales revenues through up selling and marketing programs
- Provide information and literature about the hotel in person and via telephone
- Ensuring all relevant paperwork has been completed in order for a smooth handover at the end of your shift

SYSTEM BASIC KNOWLEDGE & COMPUTER LITERACY

- Operating System - Windows 98, XP & Windows Vista
Windows 7 M
- Package - MS Office Fundamentals
- Managing File System
- Assisting of Managers Works
- Assisting of Accounts works
- Make daily summary
- Make stock Summary
- Enter Purchase Invoice Items
- Make code for the purchase items
- Make the Documents & arrange for the damage goods return
- Handling ready cash make the voucher
- Billing Section
- Data Entry, Medical Claim, Personal Data file, etc.
- Fax Photocopy

- Computerized items, inward & outward
- Typing skills and others basic knowledge of computer

AWARDS / FELECITATIONS

1. Certificate and pin for outstanding service from the H.R department of FORT HOUSE HOTEL /RESORT for the month of Nov 2014 Awarded on 29th Dec 2014
2. Certificate and Pin For Outstanding service from HOUSE KEEPING department of THE TALL TREES HOTEL for the month of July 2017 awarded on 13th July 2017
3. Certificate and pin for outstanding service from the H.R department for (Hotel Reception Work) for the month of Jan 2018 awarded on 22nd Jan 2018

PROFESSIONAL WORK EXPERIENCE

Date (From - To)	Position Held	Employer	Achievements
2 nd Aug 2012 until 28 th Dec 2014	Night Shift Attendant	The Fort House Hotels & Resorts Munnar, Idduki, Kerala	Received best Hospitality Department Award from the Employer of Fort House Hotel
5 th Jan 2015 until 12 th July 2017	House Keeping Assistant	The Tall Trees Hotel Munnar, Idduki, Kerala	Received best Housekeeper Award from the Employer of The Tall Trees Hotel
1 st Aug 2017 until 22 nd Jan 2018	Receptionist	The Malabar House Hotel, Fort Kochi, Ernakulam, Kerala	Achieved the best Receptionist of The Malabar House Hotel

Date:
Place:

NIYAS HANEEF