



## CONTACT

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📍 Dubai, United Arab Emirates

## CORE QUALIFICATIONS

- Extensive housekeeping desk and guest management experience
- Excellent ability to anticipate and respond to individual guest needs and preferences
- Superior skills in upholding security practices and preventing unauthorized entries
- Exceptional skills in handling diverse types of guests with courtesy and professionalism
- Strong ability to respond effectively to unusual and emergency situations
- Good oral and written communication skills
- High standard of personal presentation

## SKILLS

- Guest Relations
- Guest Service
- Housekeeping Knowledge
- Reporting Safety Issues
- Interpersonal Communication Skills
- Hotel Knowledge
- Report Writing
- Policy & Procedure
- Daily Cleaning
- Good Telephone Manner
- Microsoft Office Knowledge

# SUSHMA DEVI

## Housekeeping Desk Coordinator

Dedicated Guest Service Coordinator, motivated to maintain customer satisfaction and contribute to company success. Adept at identifying potential service issues and resolving guest issues in a professional courteous manner. Highly productive and performance driven professional with diverse credentials which combine solid and tactical problem solving expertise. Focused on applying and instituting basic management and service standards.

## WORK EXPERIENCE

### Housekeeping Coordinator

Waldorf Astoria (Dubai Palm) | May 2019 – present

- Generate various operational reports for the coordination of the Housekeeping department.
- Handle telephone calls and ensures all messages, information and requests are logged, communicated promptly and accurately to provide prompt delivery of excellent service for both internal and external guests.
- Process requests and delegates work assignments in a timely manner while adhering to Astoria Waldorf brand standards.
- Responsible for communicating all operational concerns to the leadership team and proactively addressing any day to day operational concerns.
- Assist Housekeeping Supervisors in taking a lead role in the coordination of all Housekeeping employees and activities including: office opening and closing, daily room assignments, inspection of rooms, and other special tasks.

### Housekeeping Control Desk

Anantara (The Palm Dubai Resort) | Mar. 2017 – Nov. 2018

- Responsible for all calls forwarded to the Desk and ensures that the right message is conveyed to the right person. All telephone calls should be given top priority and answered efficiently maximum three rings and following good telephone etiquette
- Receive messages from guests such as a request for laundry, iron/board and transmit to the concerned floor supervisor for further action.
- Maintain a guest call register E.g. Maintenances, requests, special instructions etc. This will help in keeping a track of the completion of the activity and the duration of the same.
- Keep track of arrival of pre-registered guests as regards profile/VIP status, timing, pax, any special request.
- Maintaining records related to day to day operations of Housekeeping.

### Housekeeping Coordinator

Flora Creek Deluxe Hotel Apartments | Dec. 2015 – Mar. 2017

- Responsible for all calls coming to the Desk and to convey the right message to the right person.
- Maintaining records related to day to day operations of Housekeeping.
- Follow up with concerned departments in case of guest requests/ complaints.
- Prepare monthly sales report for Minibar, Laundry, dry cleaning and any other miscellaneous sales.

# SUSHMA DEVI

## Housekeeping Desk Coordinator

### WORK EXPERIENCE

#### Hotel Housekeeping Desk Support

Flora Creek Deluxe Hotel Apartments | Dec. 2015 – Mar. 2017

- Ensuring all administrative and operational housekeeping tasks are managed efficiently.
- Meet with Housekeeping supervisor/departing supervisor to review business status and follow up actions.
- Set up work station with necessary supplies, maintain cleanliness throughout shift.
- Legibly complete requisition for additional supplies/materials and submit to manager.
- Review designated in-house guest list and be familiar with guests' names and room locations.
- Update room status report in accordance with departmental procedures.
- Document pertinent information in departmental log book.
- Maintain security and accurate record of all guest room keys issued to Housekeeping staff.

#### Restaurant Hostess

The Paul Bangalore | Jan. 2014 – Aug. 2015

- Welcome guests in a warm and friendly manner.
- Ascertains their dining/lodging needs.
- Seats guests and manage the seating chart.
- Monitors restaurant activity to determine seating and dining flow.
- Responds to guest inquiries and requests in a timely, friendly, and efficient manner.
- Performs opening and closing duties, as needed.
- Assists others with side work including, but not limited to cleaning, stocking, folding silverware, etc.
- Helps fellow team members and other departments wherever necessary to maintain positive working relationships.

### EDUCATION BACKGROUND

#### BSC Airline Tourism & Hospitality Management

Borcelle University | May 2011 – Jul 2015

#### HSS

State Board India | 2009 – 2010

#### CSS

State Board India | 2007 – 2008

### TRAININGS ATTENDED

#### Handling Guest Complaints

Waldorf Astoria | 2019

#### Security Awareness for Hospitality Industry

Anantara The Palm | 2017

### LANGUAGES

#### English

Business Professional

#### Hindi

Native

#### Punjabi

Native

### PERSONAL DETAILS

Date of Birth	Date of Birth
Nationality	Nationality
Marital Status	Single
Visa Status	Employment