**ABEID SAAD ABDALLAH**

**CONTACT INFORMATION**  

P.o Box 40377- 80100.

County: Mombasa.

Mobile: 0721219903 / 0736219903

Date of birth: Feb 14, 1972.

Email address: abeidabdalllah72@gmail.com

Nationality: Kenyan.

**Skills**

♣ Housekeeping management.

♣ Inventory control.

♣ Quality assurance.

♣ Staff training.

♣ Budget management.

♣ Safety compliance.

♣ Guest relations.

♣ Time management.

♣ Eco-friendly practices.

♣ Laundry operations.

♣ Room master.

**Languages**

• English Intermediate

• Swahili Native

**Objective**

Meticulous professional housekeeper and maintenance worker adept at organizing, arranging, and cleaning public spaces to provide guests with pristine and inviting public spaces. Collaborative and communicative when working as a team to accomplish tasks related to the upkeep of buildings and properties.

**Experience**

**FACILITY MANAGER.**

**Aug 2022 to present.**

**MEWA HOSPITAL**

♣ Developing and implementing facility maintenance procedures, reducing downtime, and increasing productivity.

♣ Overseeing renovations and office relocations, coordinating contractors, and minimizing disruption to daily operations.

♣ Implementing energy-saving initiatives, resulting in a significant reduction in utility costs.

♣ Ensuring all building facilities adhere to proper safety standards and cleaning procedures.

♣ Maintain equipment and building provisions to meet health and safety requirements.

♣ Organizing and planning building installments and refurbishments.

♣ Supervise facilities staff and communicate with external contractors and vendors.

♣ Keep building and all facilities up to code and accurately follow maintenance protocol.

♣ Delegate cleaning and maintenance responsibilities to team members.

♣ Running routine maintenance inspections.

♣ Monitoring interior and exterior areas of the building for cleanliness and general conservation.

♣ Preparing and implementing project budgets and timeframes.

♣ Complying with all health and safety policies and procedures.

♣ Supporting Maintenance and installment work as needed.

**EXECUTIVE HOUSEKEEPER.**

**2019-2021.**

**The Reef Hotel.**

♣ Managing daily housekeeping and laundry operations, overseeing a team of housekeeping staff.

♣ Developing and implementing efficient cleaning processes, resulting in improved guest satisfaction.

♣ Training and mentoring housekeeping staff on cleaning techniques and customer service skills.

♣ Successfully maintained adherence to budget by effectively managing inventory and supplies.

♣ Managing inventory and supplies

♣ Managing the housekeeping department

♣ Supervising and training housekeeping staff

♣ Purchasing cleaning supplies and equipment

♣ Oversee any guest communications from housekeeping

♣ Attending and resolving guest complaints

♣ Developing staff schedules

♣ Ensure standards are met

♣ Follows all safety and sanitation policies

♣ Responding to guest requests

♣ General cleaning and hygiene

♣ Laundry operations

♣ Reports necessary maintenance items

**HOUSEKEEPING MANAGER**

**2014 - 2019.**

**Bomu Hospital**

♣ Leading and supervising a team of housekeeping staff to ensure cleanliness and orderliness.

♣ Implemented and maintained efficient cleaning schedules and procedures for optimal productivity.

♣ Developing and implementing training programs to enhance staff skills and promote a high standard of cleanliness.

♣ Collaborating with other department heads to meet guest expectations and ensure high levels of customer satisfaction.

♣ Establishing and/or implementing standard operating procedures and ensuring that standards are adhered to.

♣ Planning and coordinating the activities of housekeeping supervisors and their staff.

♣ Coordinating inspection or inspecting assigned areas to ensure standards are met

♣ Applying human resource management skills, such as hiring, training, scheduling, and evaluating performance

♣ Complete financial management tasks, such as setting and adhering to a budget

♣ Handle administrative tasks as assigned.

**EXECUTIVE HOUSEKEEPER**

**2012-2014**

**Reef Hotel**

♣ Standard operating procedures and implementation key performing indicators

♣ Supervising Staff daily assigned tasks

♣ Training and Development:

♣ Scheduling duty Rota and leave schedules

♣ Inventory Management:

♣ Budget Management:

♣ Guest Satisfaction:

♣ Compliance:

♣ Coordination:

♣ Problem Solving:

♣ Performance Evaluation:

♣ Vendor Management:

♣ Record Keeping

♣ Environmental Sustainability:

♣ Emergency Preparedness:

♣ Staff Morale and motivation by organizing team building, retreats, etc.

♣ Special Projects:

♣ Training Programs:

♣ Personal Development: Performance Metrics:

♣ Guest Feedback Analysis and data collection.

♣ Conflict Resolution among staff and others

♣ Safety Training Community Engagement:

**EXECUTIVE HOUSEKEEPER**

**2009-2011**

**Severin Sea lodge**

♣ Managing and directing a team of housekeeping staff to ensure cleanliness and orderliness of all guest rooms and common areas.

♣ Implemented efficient cleaning procedures and schedules resulting in improved guest satisfaction ratings.

♣ Developed and maintained a comprehensive inventory system for housekeeping supplies and equipment.

♣ Training and mentoring new housekeepers, resulting in a more productive and skilled team.

♣ Managed a team of 30 housekeeping staff and ensured efficient workflow and high service standards.

♣ Implementing and monitoring cleanliness and hygiene protocols to maintain a safe and pleasant environment.

♣ Developed and implemented training programs to improve staff performance and productivity.

♣ Collaborating with other departments to coordinate guest requests and ensure prompt and satisfactory service

♣ Room and public area supervision

♣ Ensuring checklist and other relevant documents are up to date

♣ Attending management briefings and meetings in the absence of the executive Housekeeper

**ASST EXECUTIVE HOUSEKEEPER**

**2007-2009**

**Severin Sea Lodge**

♣ Supervises housekeeping staff

♣ Managing housekeeping operations

♣ Reporting necessary maintenance item

♣ Maintaining ongoing training of housekeeping personnel

♣ Preparing annual housekeeping budget

♣ Relieve the executive housekeeper when absent

♣ Budgeting

♣ Preparing staff schedules and duty rotas

♣ Additional tasks as assigned by the Executive Housekeeper

♣ Checking and supervising cleaned the rooms.

♣ Housekeeping duties coordination

♣ Issue floor keys to room attendants and ensure that proper control measures are adhered to and safely returned and are under lock and key

♣ Managing and supervising a team of housekeeping staff

♣ Creating and implementing efficient cleaning schedules and work plans

♣ Maintaining inventory and ordering supplies as per budget constraints

♣ Knowledgeable in training staff on proper cleaning techniques and ensuring high-quality standards

♣ Adhering to cost control measures

**ASST EXECUTIVE HOUSEKEEPER**

**1998-2003**

**Nyali Beach Hotel**

♣ Assisted in managing and supervising a team of housekeeping staff members to maintain cleanliness and orderliness.

♣ Developed and implemented efficient cleaning schedules to ensure all areas were thoroughly cleaned and maintained.

♣ Conducted regular inspections and quality checks to ensure compliance with cleanliness and hygiene standards.

♣ Collaborated with other departments to coordinate special cleaning projects and ensure guest satisfaction.

♣ Coordinate with the front office and send room discrepancy lists.

♣ Select, staff, recruit, hire, and train qualified housekeeping candidates.

♣ Attends training seminars to perfect housekeeping techniques and procedures, and enhance supervisory skills.

♣ Records data concerning work assignments, personnel actions, and time cards, and prepares periodic reports. May prepare reports concerning room occupancy, payroll expenses, and department expenses.

♣ Attends periodic staff meetings with other department heads to discuss company policies and patrons’ complaints, and to make recommendations to improve service and ensure more efficient operation.

♣ Orient and familiarize new personnel with hotel facilities and operating hours.

♣ Control all expenditures relating to Housekeeping, including labor, guest room supplies, and all cleaning supplies and equipment.

♣ Oversee any guest communications from housekeeping.

**EDUCATION**

Housekeeping and laundry management

Kenya Utalii College

Nairobi

1993-1996

Parklands High School

1992- 1995

KCSE

**CERTIFICATIONS & COURSES ATTENDED**

♣ Kenya association of professional studies (31st October 2016)

♣ Internship in housekeeping and laundry at Giriama Beach Hotel. (July 1996)

♣ Certificate of appreciation at Kenya Utalii College (21st September 1995)

♣ Standard course in first aid at the Kenya Red Cross (24th September 1995)

♣ Certificate at the Kenya Utalii College (29th September 1996)

♣ Certificate at Nyali Beach Hotel Gold Star Award (29th April 2003)

♣ Employee of the month at Nyali Beach Hotel (August 2003)

♣ Refresher course basic communication in French (16th April 2004)

♣ Refresher course supervisory skills (basic level) (14th April 2005)

♣ Certificate of service at Severin sea lodge

♣ Employee of the Month January 2006

♣ Certificate of participation in basic German language (16th August 2007)

♣ Ministry of labor certificate of participation

♣ Basic occupational safety and health (16th September 2011)

♣ Bomu hospital (best employee 2013)

♣ Training certificate at Bomu Hospital on ISO 9001:2015

♣ Awareness risk management and internal auditor course.

♣ Bureau Veritas (29th July 2016)

♣ Certificate of counseling studies by

♣ Certificate of attendance

♣ Risk and safety management consultants’ ltd.

♣ Prescribed basic training in safety and health at Bomu Hospital (18th July 2018)

♣ Novartis certificate of participation

♣ Pharmacy Academy program (28th April 2018)

**HOBBIES**

Playing door games, reading and travelling.

**REFEREES**

Mr. Hassan m. Mwidadi

Interpol clearing and forwarding

Tel 0721258346.

Mrs. Feiruz j .Kaloo

Technical University of Mombasa

Tel 0722 331751.

Dr Shaheed Ganiwallah

Head of pharmacy

Bomu hospital

Tel 0713 063356.