

**WAHEED AHMAD**

**House # 15 Street # 01, Royal Garrison Enclave, Harbanspura Road Near Gull**

**Kali, Lahore Punjab, Pakistan**

**E-Mail** Waheed\_sharif@yahoo.com

**Cell** +923334721821

**Skype** waheed.ahmed70, **WhatsApp**+923006483228,

**PROFESSIONAL PROFILE**

Highly talented and skilled Hospitality Industry Professional with over 16 years of progressive experience servicing in the WORLD’S BEST in HOSPITALITY in Tanzania, Kingdom of Saudi Arabia, Pakistan and Maldives. Proven track record for meeting and exceeding expectations while working within strict guidelines. Well-liked and respected by peers. Ability to inspire others to work at their highest level. People –oriented facilitator, entrepreneurial and creative. Outstanding work ethic combined with excellent leadership skills with the ability to manage and motivate staff to achieve results. Communication skills include providing clear direction, sharing information, and delegating, assigning and prioritizing work in an efficient manner. ACCOMPLISHED TRAINER motivated by challenge and rewarded through seamless skills development that synchronizes management vision with employee needs. Adept in identifying training needs of the employees, develop and implement focused training to enhance productivity and career development.

Possess excellent interpersonal, communication and negotiation skills and the ability to develop and maintain mutually beneficial internal and external relationships. Enjoys being part of, as well as managing, motivating and training, a successful and productive team, and thrives in highly pressurized and challenging working environments.

# PROFESSIONAL EXPERIENCE

# Executive Housekeeper

**Niyama Private Island, Maldives**

**August 2017 to June, 2020**

Worked as an Executive Housekeeper in Niyama Private Island, Resort, Maldives, resort having 134 fully furnished Guest room luxury villas with all recreational facilities, and have total 09 outlets and public area.

# Executive Housekeeper

**Ramada by Wyndham Multan, Pakistan**

November 2015 to August 2017

Worked as an Executive Housekeeper in Ramada Multan by Wyndham, Pakistan, having 109 fully furnished Guest room with all amusing facilities, and have total 03 outlets, health club and public area.

# Assistant Director of Housekeeping

**Al-Marwa Rayhaan By Rotana, Saudi Arabia**

October 2012 to October 2015

Worked as a Housekeeping Manager & responsible for planning, organizing, and developing of the overall operation of the housekeeping department & Laundry as per the company policy & Procedure with assuring the highest degree of quality guest care is always maintained. Responsible for staffing, scheduling, training and developing hourly staff.

**Duties and Responsibilities**:

* Manage the daily activities of the Housekeeping department to include appropriate cleaning of all offices, concourses, seating areas, washrooms, restaurants, concession stands, suites, and all public spaces.
* Planning, organizing and directing team members to ensure the highest degree of guest satisfaction.
* Daily supervision of the housekeeping staff, including the day, event and post-event crews.
* Daily supervision of the grounds keeping staff, including the day, event and post-event crews.
* Purchase, re-order and maintain housekeeping supplies and inventory.
* Conduct pre-event inspections of all rooms, concourses, Restaurant, seating areas and public areas.
* Recruit, schedule and train all new housekeeping staff members.
* Maintain the housekeeping budget, providing billing summaries and expenses for all pre and post events.
* Uphold the highest standards of cleanliness, safety, and conduct.
* Knowledge of safety standards within Housekeeping department.
* Determines and maintains the department work schedule used to notify staff of upcoming events and ensure proper preparation and staffing for each event.
* Ensures the proper maintenance of all equipment; make plan for repair and/or replacement of used and damaged equipment. Require

# Executive Housekeeper

**Plan Hotel Diamond Thudufushi Beach & Water Villas Resort, Maldives**

May 2011 to September 2012

**DUTIES & RESPONSIBILITIES**

* Maintaining Housekeeping inventory, ledger, monitor Housekeeping cost and preparing monthly & yearly reports.
* Responsible for all duties of Housekeeping operation and cleanliness level in all areas of the properties.
* Responsibilities include staff training, inter department communication and staff scheduling.
* Promoting an environment that ensures “friendliness and cleanliness”.
* Strong attention to details, leadership skills and ability to effectively deal with other department Heads, Guest and team members.
* Performing facility maintenance, developing good Guest/customer Relation and planning for special Occasions activities.
* Performing other duties as assigned by **General Manger**.

# Assistant Executive Housekeeper

**Plan Hotel Neptune Pwani Beach, Zanzibar, TANZANIA**

December 2009 to November 2010

**Duties & Responsibilities as Operation Manager Housekeeping**

* Monitor Housekeeping and Laundry personnel, Hotel cleaning and Hygiene, gust privacy, security and to insure guests received prompt and courteous service.
* Inspect guest rooms in all Housekeeping areas on a regular basis to ensure furnishing, facilities and equipment are clean and in good repair, well maintained and replace or refurbish as required.
* Conduct monthly and quarterly housekeeping inventories on timely basis.
* Motivate, coach, consul & discipline all Housekeeping and Laundry personnel.
* Maintain a professional working relationship and promote open lines of communication with other managers, employees and all other departments.
* Training and organization of the staff.
* Manage wages, scheduling, prepare an employee schedule according to the business forecast, payroll budget guidelines and productivity.
* Managing department expenses and maintain proper housekeeping inventory levels.
* Maintain required pars of all HK and laundry supplies by ordering all needed supplies and amenities on a monthly /quarterly basis.
* Coordinate with Maintenance team & Give the daily, weekly Task.
* Inspect all the equipment & Machinery along Maintenance Supervisor.

# Assistant Housekeeper

**Islamabad Serena Hotel, PAKISTAN**

July 2008 to September 2009

**Responsibilities:**

* Responsible for increasing customer satisfaction score.
* Responsible for handling floors, public area &laundry.
* Training of the team members.
* Proving the team members with equate training materials.
* Updating the training manuals.
* L.Q.A. Quality product & First aid
* Hands on training approach toward the team.
* Conducting daily briefings for the team as well as holding weekly meetings.
* Monitoring the training module.
* Monitoring and testing the core competencies of the team member.
* Updating the guest history and rendering them to excel in the satisfaction.
* Placing orders of the materials required.
* Managing the inventory, discards & budget.
* Ensuring compliance of high standard service delivery.
* Responsible for interacting & consulting V VIP guest.

Worked as a team lead for departmental SEED projects (SEED is the

brand name for Serena’s CSR programs). Successfully planned and executed these projects by effectively ensuring the participation of the entire department.

# Manager Housekeeping

**Masood Hospital Lahore, PAKISTAN**

November 2006 to July 2008

* Overall in charge of Housekeeping and laundry department.
* Building based on Four floors with 70 fully furnished rooms, I.C.U, Laboratory, Indoor, Outdoor, Operation Theatre etc

**Housekeeping supervisor** atPearl Continental Hotel, Lahore **PAKISTAN**

January 2003 to November 2006

To maintain the standards of cleanliness, hygiene and tidiness are maintained throughout the hotel and to manage the housekeeping department efficiently to maintain standards and control costs.

**DUTIES & RESPONSIBILITIES**

* To ensure standards of cleanliness, hygiene and tidiness in all Bedrooms /corridors /function rooms /public areas are maintained.
* Supervising the daily cleaning of assigned rooms, bathrooms, corridor areas and public areas to the highest standards. This includes changing bed linen, replacing towels, cleaning bathrooms thoroughly, vacuuming, mopping and dusting daily. Subject to levels of business the housekeeper will be expected to also service rooms.
* Ensuring the upkeep of vacant rooms.
* Replenishing brochures and paper goods throughout the bedrooms/hotel.
* Maintaining an orderly storeroom and Trollies.
* To ensure customer satisfaction is maintained.
* Ensuring guest laundry is collected, charged and returned to the guest in a speedy and accurate fashion.
* Ensuring guest property left behind is logged and stored in a secure location for lost property.
* Resolving any guest problems or complaints when possible and ensuring management is kept informed.
* Actioning any maintenance requests in order to comply with the hotel’s established quality standards and ensure guest satisfaction.
* To set and maintain standards of service commensurate with the standard of the hotel:
* Attending any appropriate off and on the job training courses.
* Wearing a clean and suitable uniform and name badge at all times.
* Implementing the hotel’s good customer relations policy, including politely addressing guests and colleagues at all times
* To ensure the department is operated within Hotel Policy.
* Immediately reporting and documenting to management any observed or known safety hazards.
* Carrying out all other duties as by Executive Housekeeper.

**Courses & Training**

* Certified Servesafe Manager
* Successfully completed [Wavelength Journey](https://ecampus.mh2advance.com/course/view.php?id=650) from Minor
* Successfully completed Situational leader ship course from Minor
* [Problem Resolution Course](https://ecampus.mh2advance.com/course/view.php?id=49) from minor E-campus
* [Guest Satisfaction Course](https://ecampus.mh2advance.com/course/view.php?id=46) from Minor E-campus
* [SKILLSOFT - Giving Feedback](https://ecampus.mh2advance.com/course/view.php?id=175)
* [SKILLSOFT - Improving Communication in Cross-cultural Relationships](https://ecampus.mh2advance.com/course/view.php?id=181)
* [SKILLSOFT - Building Innovation Cultures and Leaders](https://ecampus.mh2advance.com/course/view.php?id=485)
* The Code of Conduct for the Protection of Children from Sexual

[Exploitation in Travel and Tourism](https://ecampus.mh2advance.com/course/view.php?id=548)

* [SKILLSOFT - Leading Teams: Building Trust and Commitment](https://ecampus.mh2advance.com/course/view.php?id=192)
* [SKILLSOFT - Leading Teams: Launching a Successful Team](https://ecampus.mh2advance.com/course/view.php?id=191)
* [SKILLSOFT - Business Coaching: Getting Ready to Coach](https://ecampus.mh2advance.com/course/view.php?id=188)
* [SKILLSOFT - Basic Budgeting for Non-financial Professionals](https://ecampus.mh2advance.com/course/view.php?id=473)
* [Planning an Effective Performance Appraisal](https://ecampus.mh2advance.com/course/view.php?id=203)
* [SKILLSOFT - Decision Making: The Fundamentals](https://ecampus.mh2advance.com/course/view.php?id=197)
* [SKILLSOFT - Decision Making: Tools and Techniques](https://ecampus.mh2advance.com/course/view.php?id=198)
* [SKILLSOFT - Interacting with Customers](https://ecampus.mh2advance.com/course/view.php?id=487)
* [SKILLSOFT -](https://ecampus.mh2advance.com/course/view.php?id=172) Leading Teams: Fostering Effective Communication and [Collaboration](https://ecampus.mh2advance.com/course/view.php?id=172)
* [SKILLSOFT - Driving Change with Coaching](https://ecampus.mh2advance.com/course/view.php?id=484)
* [MH WORKPLACE BEHAVIOR - A GLOBAL GUIDE 2019](https://ecampus.mh2advance.com/course/view.php?id=660)
* I am Rotana” from Al-Marwa Rayhaan by Rotana
* On Job Training” from Al-Marwa Rayhaan by Rotana
* Interview skills from Al-Marwa Rayhaan by Rotana
* Connecting you” from Al-Marwa Rayhaan by Rotana
* Destination Leadership” from Al-Marwa Rayhaan by Rotana
* Managing your career” from Al-Marwa Rayhaan by Rotana
* Certification of floor supervisor in housekeeping in Pearl Continental Hotel Lahore
* Fire Fighter Certification
* First Aid Certification

**CORE COMPETENCIES**

* Excellent administration Skill
* Self-Motivated
* Multifaceted
* Excellent HK Skills
* Team Player
* Negotiation Skills
* Target oriented
* Highly motivated, dedicated and versatile with excellent communication and interpersonal skills.
* Strong organization's ability with sound administration skills.
* Achieving targets and result under pressure with competitive market place.
* Confident and effective in dealing with the general public.
* Seek a challenging opportunity, offering increased responsibilities and rewards.
* Effective leadership and management skills

**EDUCATION**

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| **Degree** | **Year** | **Board/University** |
| Executive MBA (In Hotel & Tourism Management) | 2009 | Preston University, Islamabad, Pakistan <http://www.preston.edu.pk/> |
| B. A | 2001 | Punjab University Lahore, Pakistan |
| F. A | 1998 | Gujranwala Board, Punjab, Pakistan |
| Metrics | 1994 | Gujranwala Board, Punjab, Pakistan |

**INTERESTS**

Reading

Gardening

Cricket

**PERSONAL DETAILS**

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| **Date of Birth** | 12th November 1977 |
| **N.I.C #** | 34101-0821415-7 |
| **Passport #** | SW1154152  Date of Expire (12 April 2024) |

**LANGUAGES**

English, Urdu, Arabic (Basic level), Punjabi