Mohammed Hani Mujawar

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Contact: +974 71872683.

Umm sllal Lusail, Qatar.

Professional summary:

Experienced executive Housekeeper with 6+ years of experience. Proven ability to lead and motivate teams, maintain high standards of cleanliness, and deliver exceptional guest experiences. Skilled in budgeting, inventory control, and staff training and development. Committed to continuous improvement and implementing best practices in housekeeping services.

**Work history**

1. **Gastronomica, Qatar : {March 2023 - Current}**

* **Improved customer satisfaction by providing attentive and professional service.**
* **Delivered impeccable service for enhanced dining experiences.**
* **Achieved prompt resolution of complaints with diplomatic dispute management.**
* **Managed high-volume orders to ensure timely delivery of meals. Set tables, ensuring a comfortable environment for customers.**

**2. Hamad International Airport, Qatar: Landside Operation shift In charge.** **{September 2022 - January 2023}**

* Improved team morale by implementing effective communication strategies.
* Organized daily operations for smoother workflow.
* Streamlined shift handovers with proper documentation and briefing sessions. Managed staff rosters to ensure optimal coverage during peak times.
* Coordinated with other managers, improved inter-departmental collaboration.

3. **Executive Housekeeper**: **Krystal Integrated services Pvt Ltd Mumbai, India.**

**{June2019-July 2022}**

* The management and control of housekeeping operations to the agreed specification and to the agreed performances, Qualitative and financial targets.
* To provide leadership, role modeling and direction to the delivery teams within the areas of the airport terminal.
* To be accountable for excellent service delivery within the team activities and operational objectives ensuring continuous improvements are made as per requirement of operation.

4.**Senior housekeeping supervisor**: **Krystal Integrated Services Pvt Ltd at Mumbai International Airport. {**April 2017 - December 2018}

* **Managing inventory and supplies.**
* **Manage a team of housekeeping staff.**
* **Dealing with customer complaints.**
* **Inspecting rooms and public areas.**
* **Plan and schedule cleaning programs and employee training and maintain R and R records.**

**Housekeeping supervisor**: **Krystal Integrated services Pvt. Ltd - Mumbai, India** {December 2014 - March 2017}

* **Conduct training of staff as assigned.**
* **Employee feedback.**
* **Inspecting work done.**
* **Oversee staff as a daily basis.**
* **Recommend service Improvements.**

**Skills** :

* Communication and Coordination
* Customer Complaint Handling
* Enthusiasm Inventory Management
* Leadership
* Professionalism
* Safety Standards as per procedures.

**Education** :

* **Advance Diploma in Housekeeping Management in Hospitality** **{January 2024 - October 2024}**
* **Indian institute of skill development, India** **{GPA:69%}**
* **Diploma in Hotel management: Alison** **{January 2022 - May 2023}**
* **Bachelors of Commerce: Indira Gandhi open university, Mumbai {2019-2021}**
* **(Completed till 2nd semester).**

**Certifications:**

* Introduction to HR Management and strategy: From **Upgrade**
* English for Tourism: Hotel Receptionist and Front desk. From **Alison**
* Best employee of the month, **Gastronomica, Qatar** {08/2024}
* Food safety and hygiene, Gastronomica, Qatar {07/2024}

Declaration:

"I certify that the information provided in this resume is true and accurate to the best of my knowledge." "I hereby declare that the details furnished above are true and correct." "The information presented in this resume accurately reflects my qualifications and experience."

Name: Hani mujawar **Signature**:

Date: