

MOHAMMAD MARUF HOSSAIN



Personal

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- Email**
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- Date of birth**
28-09-1992
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Interests

- Traveling
- Photography
- Computer & Technology
- Watching Movies
- Playing Video Games

Skills

- Microsoft Word ●●●●●
- Microsoft Excel ●●●●●
- Microsoft Powerpoint ●●●●●
- Adobe Photoshop ●●●●●
- Adobe Illustrator ●●●●●
- Hotel PMS System Opera ●●●●●

Languages

- English ●●●●●
- Hindi ●●●●●
- Bangla ●●●●●

To associate myself with your leading organization for working in challenging environment and In a respectful position, in order to gets an excellent practical exposure being committed to the goal of the organization and to be pragmatic and proficient in technical Knowledge. I want to use my impersonal and communicating skills to pursue a dignified career where there is a better opportunity to work with people.

Work experience

Bell Person May 2019 - Present
W Doha Hotel & Residence, Doha, Qatar

Duties and Responsibilities

- Receive guests in a professional and friendly manner, exceeding guest expectation from arrival through to departure Maintain an up-to-date knowledge of the hotel and local services
- Maintain awareness of guest profile through Opera guest profile system
- Ensure that the guest luggage is carried from arrival point to room and from room to departure point on check out
- Deliver morning newspapers to rooms
- Deliver guest messages and other deliveries immediately without delay in a professional manner
- Ensure concierge desk and store room is clean tidy and well organized.

Housekeeping Attendant May 2017 - May 2019
W Doha Hotel & Residence, Doha, Qatar

Duties and Responsibilities

- Proficient at operating modern cleaning equipment.
- Dusting and polishing furniture and fixtures
- Cleaning and sanitizing toilets, showers/bathtubs, countertops, and sinks
- Maintaining a clean and sanitary kitchen area
- Making beds and changing linens
- Vacuuming and cleaning carpets and rugs and washing windows
- Sweeping, polishing, and mopping hard floors
- Keeping bathrooms stocked with clean linens, toiletries, and other supplies
- Cleaning mirrors and other glass surfaces
- Emptying trash receptacles and disposing of waste
- Monitoring cleaning supplies and ordering more as needed
- Reporting any necessary repairs or replacements

Housekeeping Supervisor Dec 2016 - Apr 2017
Samsung Bangladesh (FDL), Dhaka, Bangladesh

Duties and Responsibilities

- Supervise the day to day cleaning of corporate office areas.
- Perform routine inspections of all corporate office areas, service areas, and storerooms.
- Schedule and supervise deep cleaning and any other projects.
- Maintain complete knowledge of correct maintenance and use of equipment.
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
- Assign duties and coordinate breaks for assigned staff.
- Ensure that assigned staff have reported to work, and also document any late or absent employees.
- Prepare and distribute assignment work sheets to assigned staff and review priorities.
- Efficiently manage stock control and the maintenance of all equipment.
- Issue supplies/goods to staff at beginning of shift in order to control inventory.
- Report all maintenance defects and follow up with Engineering.
- Responsible to Check staff grooming and hygiene.
- Complete all paperwork and closing duties before leaving.
- Review status of assignments and hand over any follow-up action with on-coming supervisor.
- Informs Management about any damage, theft or loss to hotel property.
- Provide feedback on staff performance and Report disciplinary problems to manager.

Room Attendant

Nordic Hotel, Dhaka, Bangladesh

Sep 2016 - Nov 2016

Duties and Responsibilities

- Change bed linen and make beds
 - Replace used towels, sweep and mop floors
 - Dust furniture and vacuum carpets
 - Replenish bath care products
 - Clean public areas, like corridors
 - Report any technical issues and maintenance needs
 - Address guests' queries (e.g. on additional services)
 - Ensure all assigned rooms are clean and tidy by the end of the shift
 - Follow hotel security guidelines
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Education and Qualifications

Diploma in Hotel Management

Update College, Dhaka, Bangladesh

May 2014 - Aug 2016

Result : CGPA 3.64 (out of 4)

Mejor Subject : Housekeeping

Internship: 6 months, The Westin Dhaka

Higher Secondary Certificate

Barthi Degree College, Barisal, Bangladesh

Jan 2007 - Mar 2009

Result : GPA 3.40 (out of 5)

Group : Commerce

Secondary School Certificate

Rotary School, Jessore, Bangladesh

Jan 1997 - Mar 2007

Result : GPA 3.06 (out of 5)

Group : Commerce

Training

- **IT Training** for 75 Hours in W Doha Hotel & Residence
 - **Bell person** for 75 Hours in W Doha Hotel & Residence
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Achievements

- Most Mentions in Tripsdvisor & GSS, December 2019
 - Tripadvisor Champion, September 2020
 - Employee of the month, February 2021
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Declaration

I hereby declare that the above statement is correct and complete to the best of my concern.

References

Sai Win Min, Assistant Housekeeping Manager

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W Doha Hotel &
Residence

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W Doha Hotel &
Residence