



## MD ABU NAYEM

Date of birth: 24/01/1997

Nationality: Bangladeshi

## CONTACT

Al Nahda 2, Motherfor building  
500001 Dubai, United Arab  
Emirates (Home)

Moddho para, Peshkar bhari  
1000 Dhaka, Bangladesh  
(Kashipur )

Mohammadabunayem106@g  
mail.com

(+971) 0567327583

## ABOUT ME

I have been working in hospitality sector from last 3 years, i always try to give my best to satisfy guests and try to make everything memorable with a warm greeting and regards.

## WORK EXPERIENCE

25/02/2022 – 09/01/2023

Dubai, United Arab Emirates

**Room attendant** Royal  
continental suits

- Greeting guests and responding to queries.
- Changing bed linen and making beds.
- Replacing used towels and other bathroom amenities, such as shampoo and soap
- Sweeping and mopping floors.
- Vacuuming carpets.

- Dusting and polishing furniture. Emptying trash containers and ashtrays.

10/04/2023 – Current Dubai, United Arab Emirates **Senior Room**

**Attendant** Royal continental suits

- Take care of guest rooms.
- Communicate with guest about their satisfaction.
- coach and guide to juniors.
- Trained junior staff regarding HOTEL standards.
- Ensure all guest rooms are neat and clean.

10/01/2023 – 01/04/2023 Dubai, United Arab Emirates

**Housekeeping Desk Coordinator** ROYAL CONTINENTAL SUITS

- Run sold room reports.
- verify room status.
- determine discrepant rooms, prioritize room cleaning, and update status of departing guest rooms. Assist Housekeeping management in managing daily activities.
- Act as a liaison to coordinate the efforts of Housekeeping, Engineering, Front Office, and Laundry. Document and resolve issues with discrepant rooms with the Front Desk.
- Prepare and distribute room assignments to Housekeeping staff.
- monitor, and update list of 'Do Not Disturb' rooms.
- Complete required Housekeeping paperwork.
- Follow all company and safety and security policies and procedures; report any maintenance problems, safety hazards, accidents, or injuries; complete safety training and certifications. Ensure uniform and personal appearance are clean and professional.

01/06/2023 – 01/10/2023 Dubai, United Arab Emirates

**Trainee shift leader** Royal continental suits

- Supervise the housekeeping staff; providing open communication, training, coaching and counseling and providing performance feedback to ensure maximum efficiency.
- Supervise and inspect the cleaning of the guest rooms, turndown service, public areas and back of the house; ensure submission with accident/loss prevention programs, health/sanitation standards and regulations to achieve a high level of cleanliness and guest satisfaction.
- Issue assignments to staff reviewing special requests and areas of concentration to ensure a smooth flow of the housekeeping operation.
- Issue supplies/goods to staff at beginning of shift in order to control inventory and ensure proper supplies are available while controlling expenses.
- Respond to guest requests, concerns and problems to ensure guest satisfaction.
- Respond to guest requests, concerns and problems to ensure guest satisfaction.
- Implement emergency training and procedures to ensure appropriate protection of the hotel, guests, staff and company assets.
- Implement emergency training and procedures to ensure appropriate protection of the hotel, guests, staff and company assets.

- Comply with attendance rules and be available to work on a regular basis.
- Perform any other job related duties as assigned.

## EDUCATION AND TRAINING

**01/01/2020 – 01/01/2022**Dhaka , Bangladesh

**Intermediate**Dhaka Madrasah Board

**01/01/2017 – 01/01/2018**Dhaka

**MATRICULATION**Dhaka Madrasah Board

**01/06/2020 – 31/12/2020**Dhaka, Bangladesh

**Hotel management and hospitality**Food and beverage.

## LANGUAGE SKILLS

**MOTHER TONGUE(S):** Bangla

**Other language(s):**

English

Listening	Reading	Spoken production	Spoken interaction	Writing
B2	B2	B2	B2	B2

Hindi

Listening	Reading	Spoken production	Spoken interaction	Writing
B2	A1	B2	B1	A1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

Microsoft Word | Microsoft Office