

MD ABU NAYEM

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ABOUT ME

I have been working in the hospitality sector for the last 3 years. I always strive to give my best to satisfy guests and ensure their experiences are memorable with a warm greeting and regards.

WORK EXPERIENCE

Room Attendant

Royal Continental Suites, Dubai, UAE

25/02/2022 – 09/01/2023

- 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.

Senior Room Attendant

Royal Continental Suites, Dubai, UAE

10/04/2023 – Current (until May 2024)

- Take care of guest rooms.
- Communicate with guests about their satisfaction.
- Coach and guide junior staff.
- Trained junior staff regarding hotel standards.
- Ensure all guest rooms are neat and clean.

Housekeeping Desk Coordinator

Royal Continental Suites, Dubai, UAE

10/01/2023 – 01/04/2023

- Run sold room reports.
- Verify room status.

- Prioritize room cleaning and update status.
- Assist Housekeeping management in daily activities.
- Act as a liaison to coordinate efforts with Housekeeping, Engineering, Front Office, and Laundry.
- [Certificate](#)

Trainee Shift Leader

Royal Continental Suites, Dubai, UAE

01/06/2023 – 01/10/2023

- Supervise housekeeping staff and provide coaching.
- Ensure cleanliness and guest satisfaction.
- Issue assignments and manage supplies.
- Respond to guest requests and concerns.
- Implement emergency training and procedures.
- [Certificate](#)

EDUCATION

HSC

D.K Madrasah, 2022

SSC

D.K Madrasah, 2018

LANGUAGES

Bangla, English, Hindi

DIGITAL SKILLS

Excel, MS Office

INTERPERSONAL SKILLS

Quick learner

Well-managed

Team leadership

Punctual