

Ottília Szasz

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OBJECTIVE

I am a proactive, focused and committed professional, with extensive expertise gained within the Housekeeping department. I have over twelve years' of experience on 5* cruise ships and seven years of experience in 5* properties in Europe, Middle East and South Asia. I am effective in team building with first-rate communication skills and have the ability to work well with diverse, multilingual staff.

EXPERIENCE

Maldives
May 2018 - Present

Executive Housekeeper

Meeru Island Resort & Spa

- Responsible for the daily operation of Housekeeping and Laundry department of Meeru Island.
- Responsible for the budgeting, forecasting and financial planning of the department.
- Supervising, training and developing 90 Staff.
- Taking an active roll in creating and promoting a work environment that fosters the professional development and growth of team members.

Bahrain
April 2017 - May 2018

Executive Housekeeper

The Grove Resort

- Pre-opening project
- Responsible for all the preparations, purchasing of equipment, amenities for the villas / apartments.
- Responsible for hiring and training of Housekeeping team.
- Involved in the uniform design of the whole resort.
- Creating all Housekeeping SOP. Start of all standards and procedures in the day to day operations.

Budapest, Hungary
December 2013 - January 2017

Executive Housekeeper

Budapest Marriott Hotel

- Responsible for the daily shift operations of Housekeeping and Laundry.
- Supervising and inspecting the upkeep of all guest and backstage areas to the highest standards.
- Thriving to achieve high GSS ratings in Room Cleanliness and 90% in Brand Standard Audit.
- Partnering in pilots of new products, programs and services as a member of Europe Rooms Operations Discipline Advisory Board 2015/2016.

Seattle, WA, USA
November 2010 - October 2013

Executive Housekeeper

Seabourn Cruise Line

- Supervising and inspecting the upkeep of 106 guest suites, all guest and crew areas to the highest standards.
- Training and developing 27 Staff.
- Departmental health, safety and welfare.

Orlando, FL, USA
October 2005 - June 2010

Housekeeping Manager

Disney Cruise Line

- Wardrobe Manager - purchasing, maintaining and issuing crew, officer uniforms and linen room items. Enforcing the Disney look.
- Floor Manager - supervising and inspecting the upkeep of guest rooms and suites to the highest standards.
- Public Area Manager - responsible for the cleanliness and upkeep of all public areas.

Orlando, FL, USA
December 2001 - October 2005

Cabin Stewardess

Disney Cruise Line

- Upkeep of 15 guest rooms and suites to the highest standards.

EDUCATION

Cluj, Romania
2000

Bachelor's Degree in Social Science

University of Babes Bolyai, Cluj, Romania

Disney Cruise Line

Walt Disney Co. Management Training

Seabourn Cruise Line

Leading Excellence Training

Budapest Marriott Hotel

Marriott Core Manager Training's

Budapest
2015

Speak Academy - Public Speaking Course

Maldives
2019

Train the Trainer - On Job Skills Workshop

SKILLS

- Leadership
- Results Driven
- Conflict Resolution
- Problem Solver
- Budget Forecasting
- Time Management
- Customer Service Oriented

LANGUAGES

English
Fluent

Hungarian
Fluent

Romanian
Fluent