Paul. N. Saade; Lebanese,

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**Educational background:** Art, science and Technology University, AUL, Sin El fil Beirut Bachelor degree in Hospitality and tourism management 2002 -2006 , Business administration.

**Languages:** English, Arabic, French Fluent in all aspects.

**Personal summery and objective**: Energetic motivated - team spirited in rooms operation. Proactive, planner, undertaking guest feedback for ameliorating the service, creating memorable experience for the guests, Securing customer loyalty, Building a strong relationship with the other departments.

Multicultural and foster diversity, working on attaining goals, exceeding service. Monitoring Costs, expenses, consumption. Reviewing contracts, promoting, Induction program, training, initial job training, and coaching, Staffing guide, investing within the budget, insuring high level of cleanliness, service with less cost and highest

Productivity, Auditing housekeeping techniques, and re-engineering housekeeping Department, budgeting.

Practicing the Director of rooms’ competencies ideally a director of Rooms vacancy.

**Summery and skills:** Good communication Skills, multilingual, working under pressure, decision maker, Cross exposure in four seasons Cairo Nile Plaza Egypt, Attending the regional Director of housekeeping conference EMEA and HK financial training. Front office training 14 modules with kempinski Summerland Pre-opening, Part of the Planning Committee plus in Four seasons hotel Beirut.

**Experience background**:

**E**

**Executive Housekeeper- overlooking the Rooms operation during the absence of the DOR at the Westin Doha Hotel andSpa – Doha Qatar 364 Rooms - 7 Food and beverage outlets -NOV 2020 Present.**

Managing the operation, driving the innovation in the departmental, budgeting, monitoring expenses and driving the room profitability, Reengineering the department, recruitment, developing talents and retain potential associates, conducting cleaning projects and working closely with other departments in terms of Uniform and projects related to service and quality, investing in lifting the guest rooms and the public area in terms of cleanliness and projects related to upholstery and enhancement, managing the total Expenses of the Housekeeping and laundry department, driving the three indicators of the department Medalia, Guest voice, P&L

AEI , working closely with the D of E in order to be compliant with Marriott international in term of the guest rooms and PA PRP , Provide training and innovation to the department and create excitement for the Job, drive the entire team for a highest level of Standard sin performing the daily tasks, comply with the Brand standards. Working on my development into the rooms Division.

**Executive Housekeeper Grand hills a luxury collection hotel and Spa Broumana – Lebanon, 165 rooms, and 9 outlets, 32000SQM - August 2017 Nov 2020.**

Responsible for the day to day operation, trainings, overlooking for both sub-division, planning, organizing, Delegating, planning capexes expenditures, re-engineering the whole housekeeping department on a new critical Path with all points, re-engineer the operational concept, room enhancement, floor care schedule and program,

Coordinating on PRP, review departmental budget with finance department including the P&L critiques attend revenue Strategy meetings, departmental orders, quarterly and monthly inventory, coaching, control productivity, implement Marriott standards, resolving glitches, laundry quality control, review on monthly poundage report, control of laundry Guest supplies, follow up on linen inventory and the laundry functionality as well as the laundry system, from the water to the machine functionality and upkeep, uniform budget, Driving the standards with the DOE, Drive for Marriott BSA and rooms disciplines- implementation of Marriott Frette.

**Assistant Director Of housekeeping Kempinski summerland Hotel and resort 153 Rooms 22000SQM of PA in charge of the Department as a number one. March 2016- March 17**

Post Opening, Finalize staffing guides for post opening, Define Operational Concepts for housekeeping department,

Create departmental handbook and operational manual, Define multi lingual printed collateral requirements,

Review Pre-Opening budget, Determine par stocks for all room supplies, Establish contacts with suppliers/

Employee agencies/ night cleaners. Plan & organize delivery of FF&E including storage & distribution, Review all

Ordered OS&E, Determine employee laundry process, set up marble care program if applicable, create training

manuals inclusive pictures Pre-opening, setting the department, recruiting, budgeting, training needs, setting the SOP’s developing the policies and Procedures dealing with the OS&E orders, finalize the Kempinski trading orders, dealing with the sub-contractual, ordering Uniform setting the laundry dealing with wash and dry formulas setting the meeting requirements with departments, training The team, achieving 90% of my critical path prior to the opening**.** Retaining guests, planning organizing the opening and the Closing of the seasons, Review post opening and pre-opening budget. Pre installation sheet of opera and Know cross system Determining the credits and the PA manning, Order collaterals, Create the handbook, Finalize Hk and Laundry Staffing

**Housekeeping and laundry manager Four seasons Hotel Beirut Lebanon in charge of the department, 82 employees, as Number one in the department. June 2013 –February 2016**

Responsible for the daily planning and monthly planning, forecasting the development of the department

Developing the team, praising coaching, delegating, prepare the budget, and control labor cost, deliver the results

And return investment for the Hotel, keeping up the standards and the brands vision, follow up on renovation and

Upholstery for the rooms attend meetings and forecast meetings prepare for owners and Gm walkthroughs prepare

Enough rooms ready for site seeing, prepare corporate visits, follow up on PRP program every quarter, and solve room’s problems Look after staffing and recruiting monitor the Annual requirements and yearly orders for the department, follow up on all the Hk contractors, scheduling, preparing for capex YTD and Next year, ensure right staffing being productive , plan organize , interviewing, Train develop, motivate evaluate and praise, innovate, control, staff management, coaching, recruiting, Supplies control, conduct projects report weekly for the financial state of the department, follow up on *disgruntled guests and solve problems following* up on production reports and rooms assignments

**IAS Lootah for facility management services and contracting- Dec2011- August 2012**

Head of cleaning division and direct responsible for the housekeeping operation, reporting to operation manager

And GM, dealing with Contracts, individual contractors, deploying staff, and site surveys, budgeting, departmental

Cost, purchasing, Inventories, auditing housekeeping operation, customer feedback, coordinating with other

Department for Achieving the exacting standards, improving the development of the property and insure

That always the income Gives profitability for achieving goals.

**Assistant Housekeeping manager, in a Royal palace, of His Highness Prince Salman Bin Abdul Aziz**

**Al- saud -October 2006 Nov 2011.**

Direct work assigned of supervisory and non-supervisory personnel, Monitor housekeeping personnel to ensure guests receives prompt and courteous service. Inform other relevant operating departments of housekeeping matters, schedule routine inspection by supervisors of all housekeeping areas including all occupied and non-occupied rooms and royal suits.

**Castel Mare Beach Hotel and Resort, Al –Monsif, Byblos / Lebanon A\*\*\*\*** [**www.castelmare.net**](http://www.castelmare.net)

**Front office supervisor in charge**, **Cashier, Front office agent, Operator, Dec 2004 till Sep 2006**

Monitoring the system and the front office team, coordinating and reporting to the front office manager,

Checking transactions, service courtesy, greeting and welcome all client make sure standards and performance

Applied, corporate day to day Operation, reconciliation all vouchers from other departments. **As a cashier**

Billing cheques, credit cards, advanced city ledger, posting charges.

**Intercontinental Mountain Mzaar Resort and Spa, kfardebyan, Lebanon A\*\*\*\*\*.www.intercontinental.com**

**Housekeeping supervisor,** 131 rooms[www.intercontinental.com](http://www.intercontinental.com) January 04 December 2004

Attending briefings, distributing rooms, checking Fidelio, key log, attendant grooming and hygiene policies,

Checking Discrepancies, checking all rooms, honey moon arrivals, reporting to the assistant manager,

Monitoring Personnel, chemical consumption, linen inventory, including rooms, coordinating with departments,

Hand over Logbook and day to day operation, coordinate with front office department, and follow departmental rules

And regulations, updating room’s status over the system, checking productivity and performance, make sure

Genuine service and hotel standards delivered smoothly

**Regency Palace Hotel Adma, keserwan Lebanon A\*\*\*\*\*.** [**www.regencypalace.com**](http://www.regencypalace.com)

**Housekeeping supervisor** 115 rooms January 2003- Dec 2003

Work one on one with attendant to ensure rooms lobbies public spaces constantly receive a rigorous, thorough

Cleaning, encourage staff, recommend promotions, assure quality, and make sure service is up to standards in

Cleaning and performing, prepare report about non occupied rooms, monitor attendant hours, productivity,

Supply and equipment, prepare accurate expense report, checking the system and distribute rooms,

Checking made trolleys linen and amenities, follow up for the chronicle training for attendant, coordinate with

Front office department, recording log book, clears the key log.

**Training were taken and attended from 2013 -2014-2015-2016:**

Trace management training.

Teachable moments with (regional and corporate human resources, and vice presidents)

Glitchology training- and problem solving.

Ethics points town hall training.

Women in leadership- katty kay- Suzan black-

Golden rules training

Live in Sync

Service culture training.

TEP- Dynamic Leadership training with Ms Amelia

Based behavioral interview management level- supervisory- line staff.

Giving feedback and managing performance.

My HR training.

Progressive discipline.

MBTI

Coaching for success.

Planning organizing delegating.

Essential Front office training 14 modules.

Essential Housekeeping training 12 Modules

Handling guest complain and courtesy – 2006.

Leader ship quality, how to deal with others -2007.

Emotional intelligence and identifying potential -2008.

**Computer Applications:**

Microsoft office, PMS (front office, operator, cashier, housekeeping,) Fidelio (housekeeping), Opéra. FBM. Lotus notes. Micros. Navision. BSS.

**Sports Activities and interests:**

Travelling, continental and Mexican cuisine, interior design, Fashion especially Armani, camping and hiking gym routines, Swimming and basketball.