



# Ihsan Abo Jabal

**Phone Number** +00966563165165

**Email** ihsanabogabal@gmail.com

**Address** Khobar, Eastern Province 00966

*Highly motivated supervision professional with experience leading a housekeeping team. Expertise in training and managing staff, delegating tasks, and streamlining processes for maximum efficiency. Proven ability to maintain a safe and clean environment while setting and achieving quality standards. Strong organizational, problem-solving, and interpersonal skills to build and maintain positive relationships with staff and customers. Highly organized and detail-oriented professional with experience in housekeeping and hospitality management. Proven track record of successfully supervising and coordinating housekeeping operations in high-pressure environments. Committed to providing exceptional customer service and creating a safe, clean, and pleasant environment for guests.*

## SKILLS

- Enforcing Safety Protocols
- Customer Relationship Management
- Leadership
- Interpersonal Skills
- Computer Skills
- Teamwork
- Mopping and Buffing Floors
- Guest Satisfaction
- [Type] Software Proficiency
- Time Management
- Flexible Schedule
- Public Speaking

## EXPERIENCE

### Housekeeping Manager

*GULF Terrace Hotel, KHOBAR, KHOBAR*

*Jun 2022 - Present*

- Assisted with special projects such as deep cleaning initiatives or special events requiring additional staffing resources.
- Collaborated with suppliers and vendors to negotiate cost-effective contracts for purchasing necessary materials.
- Maintained detailed records of daily work completed by housekeeping staff, including hours worked and tasks performed.
- Provided feedback and performance reviews for direct reports, encouraging professional development opportunities.

### Assistant Housekeeping Inspection Manager

*Grand Selveron Hotel, KHOBAR, KHOBAR*

*Jul 2020 - May 2022*

- Developed training plans for new and existing employees.
- Ensured that all staff adhered to hotel regulations, policies and procedures related to housekeeping operations.

- Scheduled preventative maintenance programs for all equipment used in the housekeeping department.

### **Laundry Assistant**

*AlgoSaibi Hotel, KHOBAR, KHOBAR*

*Jul 2016 - Jul 2020*

---

- Displayed skill in monitoring inventory levels of supplies required for operations.
- Displayed competence in loading and unloading supplies from the truck or van.
- Manifested familiarity with operating manual controls on machinery used for laundering processes.

### **Chief Steward**

*AlgoSaibi Hotel, KHOBAR, KHOBAR*

*Jun 2014 - Jul 2016*

---

- Identified areas needing improvement within the kitchen operation; developed plans for implementation.
- Oversaw the cleaning process of cooking equipment, ensuring proper maintenance was conducted according to industry standards.
- Assisted executive chef with menu development by providing feedback on presentation techniques.
- Monitored employee performance; provided coaching when needed to improve job performance.

### **Laundry Manager**

*AlgoSaibi Hotel, KHOBAR, KHOBAR*

*May 2005 - Jun 2014*

---

- Evaluated training materials regularly to ensure they are up-to-date with industry standards.
- Performed regular maintenance activities on machines, such as replacing parts or lubricating components.
- Trained new employees on proper use of equipment and safety procedures.

### **Housekeeping Shift Supervisor**

*AlgoSaibi Hotel, KHOBAR, KHOBAR*

*Apr 2000 - May 2005*

---

- Monitored performance metrics such as occupancy rates, labor costs., in order to maximize efficiency and profitability.
- Assisted in interviewing potential new hires for housekeeping positions.
- Implemented strategies for cost control by identifying ways to reduce waste and improve productivity.
- Supervised and trained housekeeping staff to ensure efficient, quality service was provided to guests.

### **Housekeeping Manager**

*EDOM Hotel, Amman, Amman*

*Jun 1996 - Nov 1999*

---

- Communicated regularly with other departments such as Front Desk or Maintenance in order to coordinate efforts.
- Successfully managed a team of 10 housekeeping staff, demonstrating strong leadership and organizational skills.
- Updated job descriptions for all positions within the Housekeeping Department based on changing needs.
- Developed strategies to improve efficiency within the department while maintaining high standards of cleanliness.

### **Housekeeping Supervisor**

*Carlton Hotel, Amman, Amman*

*Nov 1994 - Apr 1996*

---

- Assisted in resolving customer disputes or complaints in an efficient manner.
- Monitored work areas to verify that established sanitation standards were followed.
- Investigated complaints about service and room cleanliness to take corrective action.

- Displayed strong leadership capabilities while training new staff members on proper cleaning techniques.

### **Housekeeping Supervisor**

*Samarkand Hotel , Amman, Amman*

*Aug 1993 - Sep 1994*

---

- Supervised employees in daily process of cleaning vacant and stay-over guest rooms.
- Trained new employees on duties and responsibilities of department.
- Inspected vacant and cleaned rooms to verify best possible presentation to guests.
- Provided guidance and support to housekeeping staff as needed.
- Scheduled and organized daily cleaning tasks for housekeeping staff.
- Monitored daily operations of housekeeping staff and provided feedback.

### **Rooms' Attendant**

*Aqaba GulfHotel, Aqaba, Aqaba*

*Jan 1992 - Jul 1993*

---

- Demonstrated ability to work in a fast-paced environment while providing excellent customer service.
- Displayed high levels of professionalism when interacting with guests throughout their stay.
- Cleaned and returned rooms to occupant-ready status for prompt turnover.
- Replenished hotel rooms with drinking glasses, linens, and bathroom supplies to maintain adequate stock of items for guests.
- Worked collaboratively with team members in order to meet deadlines set by management.

## **EDUCATION**

### **High School Diploma**

*Vocational Training School, Amman*

*Sep 1988*

---

## **CERTIFICATIONS**

- House keeping
- Firefighting training course
- Setting Objectives
- Hotel Accommodation
- Recycling course

## **LANGUAGES**

### **Arabic**

*Native*

---

### **English**

*Intermediate*

---

## **REFERENCES**

References available upon request