



El Sayed El Maghraby

CONTACT

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SKILLS

- Progressive discipline procedures
- Housekeeping supply inventory
- Cost control
- Hospitality management
- Property emergency procedures
- Guestroom inspections
- Housekeeping staff training
- Waste management
- Engaging leadership style
- Housekeeping cost reduction methods
- Employee evaluations
- Laundry management
- Chemical safety
- Payroll understanding
- Training and development
- Hospitality expertise

PERSONAL DETAILS

- Date of Birth / Age:** 25Sep,1974
- Nationality:** Egyptian
- Marital Status:** Married
- Visa Status:** Working
- Gender:** Male
- Religion:** Muslim
- Passport:** A31470215

LANGUAGES

Arabic

Native

English

PROFESSIONAL SUMMARY

Qualified Housekeeping Supervisor offering 24 Years of hospitality experience. Hands-on manager and team leader dedicated to providing high-quality, efficient housekeeping operations. Anticipates and exceeds needs of clients through exceptional attention to detail. Experienced housekeeping management professional bringing expertise in budget administration, inventory controls and schedule management. 24 Years record of success in hospitality operations. Deadline-driven, focused on turning over rooms in efficient, cost-effective manner. Dependable Executive Housekeeping Manager with extensive experience supervising cleaning staff in busy, high-capacity establishments. Incentivised teams to achieve exceptional cleanliness and hygiene standards. Outstanding leadership and mentoring abilities resulted in improved staff performance and turnover.

WORK HISTORY

Executive Housekeeping Manager 12/2022 - Current
Sun&Moon Hotels - Makkah, Saudi Arabia

- Received and processed stock using inventory management system.
- Handled high volume calls to address customer inquiries and concerns.
- Increased customer satisfaction by resolving issues.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Developed plans and strategies to promote continuous improvement.

Executive Housekeeping Manager 07/2016 - 11/2022
Al Deafah International Group - Makkah, Saudi Arabia

- Managed teams by overseeing hiring, training and professional growth of employees.
- Supported team by demonstrating respect and willingness to help.
- Delivered high-quality results within budget and timeframe targets.

Assistant Housekeeping Manager 06/2003 - 06/2015
Magic Life Impereial - Sharm El Shiekh, Egypt

- Coached housekeeping staff to effectively plan and deliver on targets.
- Managed team schedule to deliver cleaning consistent with check-in and departure times.
- Communicated repair needs to maintenance staff for prompt remedial action.
- Audited rooms after cleaning to check cleanliness standards.

Housekeeping supervisor 03/2002 - 06/2003
Crown Plaza Resort - Sharm El Shiekh, Egypt

- Completed shift reports for smooth handovers and Back of House operations.
- Coached housekeeping staff to effectively plan and deliver on targets.

- Worked with front desk staff to respond promptly to guest requests, maximising customer satisfaction.
- Audited rooms after cleaning to check cleanliness standards.

Room attendant

01/2000 - 05/2002

Royal Rojana Resort - Sharm El Shiekh, Egypt

- Completed smooth housekeeping with exceptional planning and quality assurance.
- Reported maintenance issues for prompt resolution.
- Identified cleaning efficiencies to reduce average room preparation times.
- Trained new room attendants on company policies and cleaning procedures.

EDUCATION

M.D.: Decoration, 09/1990 - 05/1992

Industrial Diploma - Egypt