



# BESPOKE BUREAU

LONDON

## Housemanager

### PERSONAL INFORMATION

Sex: Female

Marital status: Single

Date of birth: [REDACTED]

Place of Birth: [REDACTED]

Nationality: British

### PROFILE

I am currently working as a House Manager for a VIP family in Abu Dhabi, UAE. Duties included daily management of household staff - housekeepers, chefs, maintenance contractors and gardeners ensuring extremely high standards and management are met at all times.

Prior to this I was employed by the highest profile family in Jordan within the role of Assistant Head of Operations/Assistant Household Manager.

I have extensive experience within 5 star deluxe hotel management, including the [REDACTED] as Guest Floor Manager, ensuring celebrities and VIP guests were cared for at all times whilst maintaining a high degree of confidentiality.

I am extremely organised and a good communicator. Due to this experience I have a very positive and confident attitude which would translate into an excellent, pro active, versatile Household Manager/PA.

### EMPLOYMENT HISTORY

**Household**, Abu Dhabi, UAE (30<sup>th</sup> March 2011 – present)

- Managing housekeeping staff, (housekeeping, butlers& kitchen staff)
- Liaising with principles and household staff
- Organising travel arrangements
- Inspection for cleanliness within the property
- Taking ownership of complaints
- Meeting greeting guests
- Setting up meeting room
- Supervising in proper table settings and entertaining prep
- All inventories, purchasing, stock checks
- Creating inventory for clothes, shoes, bags and accessories and ensuring inventory is regularly updated
- Arranging alterations/dry cleaning
- Responsible for gift receiving procedures for family
- Petty cash
- Floral arrangements
- Reporting and recording maintenance issues and follow up
- Organising deep cleaning schedules
- Coordinating schedules and daily activities



## BESPOKE BUREAU LONDON

- Maintaining care of fine china, silver, crystal, artwork and antiques and other special collections
- Running household and personal errand
- Researching/sourcing luxury items for principles  
(HR Duties):
- Staff training
- Planning rotas and staff holiday calendar
- Recording staff leave (vacations, sick leave)
- Carrying out staff appraisals
- Hiring/firing all staff

### **Household**, Jordan (12th Jan 2008- 1st Feb 2011)

Assistant to Head of Household Operations/Assistant Household Manager

Responsibilities:

- Managing housekeeping staff, (housekeeping, butlers, stewards & kitchen staff)
- Liaising with principles and household staff
- Organising travel arrangements
- Inspection for cleanliness of all properties
- Taking ownership of complaints
- Looking after VIP's
- Assisting with State visits
- Planning and directing special events
- Supervising in proper table settings and entertaining prep
- All inventories, purchasing, stock checks
- Responsible for gift receiving procedures for family
- Petty cash
- Floral arrangements
- Reporting and recording maintenance issues and follow up
- Organising deep cleaning schedules
- Coordinating schedules and daily activities
- Maintaining care of fine china, silver, crystal, artwork and antiques and other special collections
- Running household and personal errands

(HR Duties):

- Contributing and updating operations manual
- Planning rotas and staff holiday calendar
- Recording staff sick leave
- Carrying out staff appraisals

██████████, London (Dec 2005 – Dec 2008)

Receptionist

Responsibilities:



## BESPOKE BUREAU LONDON

- Updating staff and client lists
- Organising press cuts/liasing with press cutting agencies
- Maintaining & updating filing Systems
- Arranging meeting room requirements
- Answering/filtering calls
- Taking messages
- Sending faxes
- Organising Couriers
- Organising taxis
- All post

(In absence of Office Manager)

- Organise office maintenance & repair work
- Organise travel /accommodation arrangements for senior management
- Order stationery
- Liaise with buildings manager
- Liaise with contractors

████████████████████, London, 5\* Deluxe Hotel (2002- Dec 2005)  
Guest Floor Manager/Guest Relations Manager

Responsibilities:

- Personal Assistant to Director of Client Relations/Management
  - Registering guests and VIPs
  - Looking after principle VIPs
  - Handling requests, complaints and feedback
  - Taking ownership of complaints
  - Ensuring consistent high level of personalised service and standards were met
  - Checking rooms for preferences as per guest history (prior guest's arrival)
  - Liaising with sister hotels regarding preferences and establishing relationships
  - Liaising with other departments on special set ups and issues (IT, F&B, Engineering)
  - Packing/unpacking service (organizing wardrobe)
  - Scheduling of appointments on guests' calendar
  - Handling Paper work administration
  - Answer calls on pager & taking messages and follow up
  - Running errands such as shopping and wrapping gifts
  - Setting up guest's laptop/fax machine/printer
  - Budgeting on guest gifts and stationery
  - Organising/distribution of guest gifts
  - Managing hotel's business centre
  - Control of petty cash for gifts
  - Hosting site inspections for potential new clients
  - In charge of a team of 12 guest floor managers
- (HR Duties)



## BESPOKE BUREAU LONDON

- Interviewing all new staff for Guest Relations team
- Liaising with HR (disciplinary & other staff matters)
- Organising colleague incentive program (for team motivation)
- Planning departmental rota/staff holiday calendar
- Carrying out staff appraisals
- Developing training program and carrying out training

██████████, Hong Kong 4\* hotel (1997-2002)

Front desk clerk/Guest Service Officer (Promoted in September 1999)

Responsibilities:

- Site inspections for potential new business
- Registering guests and VIPs
- Taking care of loyalty card points (loyalty program)
- Handling guest requests, complaints and feedback
- Decision making
- Assistance with secretarial work
- Handling currency exchange and cashiering
- Organising site inspections
- Handling group arrivals and departures

██████████, Hong Kong 5\* hotel (1996-1997)

Waiter

Responsibilities:

- Stock orders
- Handling reservations
- Ensuring smooth operation of Executive Lounge

██████████ (1994-1996)

Manager

Responsibilities:

- Stock orders
- Ensuring smooth operation of restaurant
- Dealing with requests and complaints

██████████ (1992-1994)

Head Waiter

Responsibilities:

- Making reservations
- Cashiering

### EDUCATION

1997 Vocational Training Council, Pokfulam, Hong Kong

Certificate in Front Office & Housekeeping Operations Course



**BESPOKE BUREAU**  
LONDON

1992 Food & Hygiene Certificate (Pass)

**SKILLS**

I am proficient in computer skills such as MS Word, MS Excel, Internet, Emailing, Microsoft Outlook, Lotus Notes/Lotus ccMail, Familiar with Meridian Switchboard

**LANGUAGES**

English, Cantonese

**HOBBIES**

I love to spend time with my family. I also enjoy reading, travel, music, cinema, swimming, meeting people and experiencing different cultures

**References available on request**