Aisha Fernandes

Housekeeping Supervisor

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Summary

Housekeeping supervisor with seven years in hotel room operations, including three years coordinating attendants and room inspections. Organises shift allocations, follows up maintenance issues and keeps front office informed about room status. Supports consistent standards through practical coaching and clear handovers.

Experience

Apr 2023 - Present

Housekeeping Supervisor, Example Palmhaven Court Hotel

Abu Dhabi

- Allocate daily work for eight room attendants across a 76-room hotel, adjusting assignments for departures, arrivals and maintenance holds.
- Inspect completed rooms against the hotel checklist and arrange follow-up before changing the room status.
- Reduced unresolved room-status discrepancies at afternoon handover from 13 to 4 in a four-week review by reconciling the list with front office.
- Coach new attendants on room sequence, supply checks and the process for reporting found property or damaged items.

Sep 2019 - Mar 2023

Room Attendant, Example Sandwick Gardens Hotel

Abu Dhabi

- Prepared guest rooms to the assigned checklist and reported maintenance issues before marking tasks complete.
- Recorded linen and supply shortages at the end of each shift so the next team could restock before starting.
- Supported induction shifts by demonstrating room setup and explaining when to ask the supervisor for assistance.

Education

Diploma in Hospitality Operations 2017 - 2019

Example Cedarhaven Hospitality College

Skills

Supervision: Room allocation, Room inspections, Attendant coaching, Shift handovers

Coordination: Room-status updates, Maintenance follow-up, Linen tracking, Supply checks

Working practices: Guest privacy, Found-property procedures, Checklist documentation

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