



ABID IQBAL

EXPERIENCE

2019-2021

Hotel Management

- Offered appropriate reservation options based on expected attendees when coordinating events.
- Filed incidents reports and handled inappropriate behavior to document problems and disturbances.
- Tracked guests satisfaction surveys to recognize trends and create action plans for improving guest services.
- Established internal databases and record management systems to enhance accuracy and integrity of all documentation and data.

2016–2018

Housekeeper

- Trained staff members in all aspects of housekeeping, ensuring that they meet health and safety standards.
- Replaced soiled towels and linen, vacuum room carpets, as well as sweep, scrub, wax, and polish floors using brooms, mops, and powered scrubbing.
- Arrange for car wash and vacuuming services for guests requesting them.



Lahore, Pakistan



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PERSONAL STATEMENT

Personable Hospitality and Housekeeping specialist having 2 years of success in guaranteeing customers satisfaction through personable reservation service and attendance to guests need. Adept at promptly assisting customers by uncovering preferences. Passionate about providing upbeat and friendly services.

Housekeeper as Home Base

- Carpet cleaning, Sweeping, Deep cleaning, Mopping, Window treatment cleaning, Vacuuming, Dusting, Bathroom and bedroom cleaning.
- Attention to detail, Organizational skills, The ability to learn and adapt in the household they work in.
- Cleans spaces and must complete tasks such as vacuuming, emptying the trash, dusting, sweeping, mopping floors, doing dishes, and a variety of other tasks.

EDUCATION

Intermediate in F.A

CORE SKILLS & COMPETENCIES

- Reservation Management & Guest Accommodation
- Strategic Planning & Marketing
- Brand and Vendor Management
- Policy and Procedure