

TANSEER HAIDER



Personal Details



: +923331739912



: tanseerhaider002@gmail.com

License: UAE Driving License

Certificate and Trainings

- Food Hygienic
- Handling guest complaint.
- Business Ethics Training
- Who Moved My Cheese Training
- Service Excellence Training.
- Three steps of Service
- Living an Employee promise.

PERSONAL SUMMARY

High-energy as Reservations focused on promoting customer satisfaction through exception service and maintaining outstanding rooms.

CAREER HISTORY

Copthorne Lakeview Hotel & Executive Apartments, Dubai Investment Park.

1st July 2021 to 1st May 2022

Role: Multi Properties Human Resource & Housing Supervisor

- Organize, maintain and update internal databases with digital personnel records of relevant employee information.
- Assist the HR Department in the management of day-to-day tasks.
- Schedule job interviews, contact, screen, and shortlist candidates as needed.
- Help in new employee on boarding and develop documentation.
- Answer employee's queries about HR-related issues.
- Responsible to ensure time management of Staff Medical Scheme (i.e. addition and deletion of employees in the medical scheme).
- Oversee employee labor laws and regulations to assure compliance.
- Providing support to the PRO team (i.e. employee visa process).
- Assist payroll department by providing relevant employee information (i.e. leaves of absence, sick days and work schedules).
- Prepare HR documents, like employment contracts and new hire guides.
- Supervise the Staff Compound Cleaners and ensure the cleanliness of staff accommodation.
- Keep the staff accommodation database updated.
- Conduct random checks of staff rooms regularly.
- Implement policies and procedures for staff accommodation.
- Work closely with the maintenance department for housing-related maintenance needs.
- Supervise the daily use of indoor staff facilities, including the Staff Gym, TV Lounge, and Staff Laundry.
- Follow up with a doctor if any staff member falls ill.

- Organize monthly staff gatherings, special events, and sports activities.
- Prepare the staff schedule and allocate apartments based on staff preferences.
- Receive new staff arrivals warmly, including airport pick-ups.
- Handle staff complaints and resolve issues promptly.
- Conduct exit interviews for departing staff.
- Engage in HR tours within the hotel and hold coffee chats with associates.
- Manage bus schedules for transport between staff housing and the hotel, as well as for weekly shopping and prayer trips.
- Use Adaco and Birchstreet systems for purchase orders.
- Prepare utility bills (gas, electricity, and water) for staff and manager accommodations.
- Communicate daily with HR regarding housing-related issues.
- Act as housing manager during the housing manager's absence.
- Assist with group check-ins and check-outs.

Marriott courtyard and Marriott executive apartment green community, dubai

01 May, 2020 to 1st July 2021

Role: Multi Properties Human Resource & Housing Supervisor

Sheraton Sharjah SPA & Resort And Four Points By Sheraton Sharjah

11 September, 2018 to 7th July 2020

Role: Multi property Housing Supervisor

Marriott & MEA Downtown Abu Dhabi

8th Feb 2016 – 31 Jan 2018

Role: Senior Housing Supervisor (Pre-Opening)

The Ritz-Carlton DIFC (Dubai)

10th Nov 2010 – 22 Nov 2015

Role: Housing Supervisor (Pre-Opening)

PERSONAL SKILLS & ACHIEVEMENT

- Effective Communication skills
- Strong Team-work skills
- Excellent Memory ability
- Punctuality
- Problem-solving skills

ACADEMIC QUALIFICATION

Matriculation Faisalabad Board

2005