Farah Nur Selwyn

Executive Housekeeper

executive-housekeeper@example.test · Kuala Lumpur, Malaysia

Room readiness and linen controls

Rooms released by 3 p.m. — Increased from 86% to 95% over 12 weeks with supervisor inspections retained.

Missing linen charges down 18% — Measured over six months after introducing joint vendor counts.

46 staff and 312 guest rooms — Team and property scope at a convention hotel.

Summary

Executive housekeeper for a Kuala Lumpur convention hotel. Leads housekeeping supervisors and attendants, manages public-area and linen readiness for events, and coordinates room release with front office and engineering.

Experience

2020-12 – Present **Executive Housekeeper**
Lantern Quay Hotel

- Planned coverage for guest rooms, public areas and conference space. Set supervisor inspection samples by room type and arrival priority.
- Traced late rooms to checkout timing, cleaning duration, engineering faults or the inspection queue. Coordinated checkout pace with front office and staggered inspections while monitoring readiness and quality.
- Used a shared out-of-order room register so front office could distinguish cleaning, unresolved repairs and rooms awaiting inspection before giving a release estimate.
- Counted linen with the vendor at pickup and delivery. Required dated exception notices, reconciled disputed charges and kept genuine room linen demand in the ordering forecast.
- Quality: Used complaints and recurring repairs to revise inspection questions. Preserved bathroom, amenity and safety checks and aligned scoring across supervisors monthly.
- Roster planning: Assigned internal leads before booking agency cover for forecast event peaks. Reported labour cost and agency hour exceptions to finance.
- Chemical safety: Reviewed chemical inventory and storage with the safety team. Logged damaged containers and updated guidance for permanent and agency staff.

2017-05 – 2020-11 **Assistant Executive Housekeeper**
Pandan Courtyard Hotel

- Coordinated room inspections and daily room release for a 204-room hotel. Worked with reception to prioritise early arrivals and maintained the handover list for unresolved defects.
- Prepared monthly linen usage reconciliations with stores and supervised spot counts before replacing retired stock. Separated supplier losses from stock assigned to renovation floors.
- Designed onboarding sessions for room attendants across multiple shifts. Included hands-on room setup and supervisor sign-off, and made follow-up assignments for any observed gaps.
- Supported simultaneous banquet turnovers. Coordinated late-night public-area checks with security and tracked supplies needed for setup.

Experience (continued)

2014-07 – 2017-04 **Housekeeping Floor Supervisor**
Cove Orchid Suites

- Scheduled cleaning and inspections across three floors. Coordinated exceptional room access with the duty manager during high occupancy.
- Maintained the trolley stock register with attendants and reconciled amenity shortages against stores deliveries before requesting replenishment.
- Logged recurring engineering faults and held rooms until a supervisor confirmed the repair and passed the room check.

Education

2014 **Diploma in Hotel Operations**
Bintang Court Hospitality College

Hotel housekeeping operations, guest relations, inventory control, workforce planning and front-office coordination.

Skills

Housekeeping delivery: Room readiness and inspections, Front-office coordination, Event staffing, Public-area standards

Supplies and quality: Linen stock control, Laundry supplier management, Chemical safety documentation, Maintenance follow-up

People and planning: Roster planning, Supervisor coaching, Induction and assessment, Agency staffing reviews

Certifications

2022 **Hospitality Trainer Certificate**
Selat Hospitality Institute

Designed practice sessions for new supervisors and assessment checks for attendants and agency staff.

Professional training

Housekeeping Safety and Hygiene Training · Pandan Courtyard Hotel · 2019
Internal training in equipment checks, chemical records and public-area defect escalation.

Service recognition

Property operations recognition · Lantern Quay Hotel · 2025
Internal recognition for improving room readiness while keeping independent supervisor inspections in place during two convention peak periods.

Languages

Malay (native) · English (professional)