



***** *

Nationalité Française
Permis B

** ***** ** ***** *****

Valence (26000)

*****.*****@***.***

Gouvernante, Confirmé

EXPERIENCES PROFESSIONNELLES

déc. 2022 / avr. 2023

Assistant housekeeper

Hôtel 5* Taj I Mah - Les Arcs 2000 - 73 Savoie

40 rooms and suites. Assists the Gouvernante and assumes the Poste in her absence. Open/close HSK Service. Team management. Supervises the Couverture Service. Participates in daily management meetings. Proposals for quality improvements. Train HSK teams (Housekeepers and Valets, Crew, Trainees). Compliance with schedules and work programs, operating protocols and hygiene rules. Quality control of services. Ensures compliance with Taj I Mah... Responsible for closing the HSK Service at the end of the season.

déc. 2021 / avr. 2022

5* Residence Manager

Pierre & Vacances Les ARCS 1950 - 73 Savoie

Résidence "Le Hameau" - 59 luxury apartments. Service opening/closing. Controls. Service quality. Team management. Follow-up of linen and reception products stocks. Linen management. Close collaboration with Reception and Technical departments. Compliance with health and safety regulations. UNIX/PMS software

mai 2021 / sept. 2021

Assistant Accommodation Manager

CLUB MED Vittel Le Parc - 88 Les Vosges

Resort Club Med "Le Grand Hôtel" 4 Trident 367 rooms. Opening Closing Service. Control. Service quality. Team management. Productivity. Lost and found follow-up. Close collaboration with Reception, Technical and Linen departments. Compliance with health and safety regulations. Trained in fire prevention techniques. PMS software.

sept. 2019 / févr. 2021

General Housekeeper

M. Chapoutier TAIN L'HERMITAGE - 26 Drôme

Hotel 4* FAC & SPERA 44 Rooms + Hotel 3* LE CASTEL 15 Rooms and Loft 3 pax. Opening closing Service. Quality control. In charge of SPA, gym and 2 linen rooms. Monitored linen stocks, hospitality products and consumables for the 2 hotels. Inventories, orders. Close collaboration with Reception, Maintenance and Suppliers. Office software. Compliance with health and safety regulations.

déc. 2018 / avr. 2019

5* Residence Manager

Pierre & Vacances Les ARCS 1950 - 73 Savoie

Residence "Les Jardins de la Cascade" 69 Apartments. HSK Service opening/closing. Controls. Service quality. Team management. Follow-up of linen and reception products stocks. Reserves management. Close collaboration with Reception and Technical departments. Compliance with health and safety regulations. UNIX/PMS software

déc. 2017 / déc. 2018

Home governess

Chez Particuliers Tournon Sur Rhône - 07 Ardèche

Duplex apartment 100 m2. Daily maintenance of duplex, household linen/linen for 3-pax family. Childcare (breakfast, school outings, snacks, homework, meals, bedtime) every day, all day on Wednesdays. Car shopping and transportation. Ensure the family's health and safety, as well as the security of the apartment and exterior.

oct. 2016 / juil. 2017

Breakfast Manager

ATRIUM Hôtel 4* VALENCE - 26 Drôme

30 rooms. Reception/customer service, buffet preparation and set-up, room service. Cleaning of breakfast room/wc and reception lobby. Product Shelf Life Control, supplier orders, compliance with health and safety regulations.

- mai 2016 / août 2016** **Assistant Accommodation Manager**
 Club Med "LA CARAVELLE" Hôtel 5 Trident - GUADELOUPE
Club Med Resort 400 rooms. Control of rooms and public areas. Service quality. Team supervision/animation. Close collaboration with reception, catering and laundry. Compliance with health and safety regulations. PMS software.
- mars 2016 / avr. 2016** **Assistant Accommodation Manager**
 Club Med Hôtel 4 Trident PEISEY VALLANDRY - Savoie73
Club Med Resort 319 rooms. Quality control of rooms and common areas Anticipation of customer requirements. Supervision of team activities. Close collaboration with reception, catering and laundry. Ensures quality of service and compliance with health and safety regulations.
- déc. 2015 / janv. 2016** **Chalet governess**
 SAS GOURMET TROTTEUR COURCHEVEL 1850 -73 Savoie
Private 5 Duplex chalet 150 m2. Compliance with health and safety regulations, ensuring the family's state of health and the chalet's security (security guard). Daily maintenance in its totality (inside outside), maintenance and ironing of the linen of the family (7 people).*
- sept. 2014 / août 2015** **Assistant General Manager**
 INWOOD HOTELS 4* PARIS - 75 Ile de France
5 hotels x 30 rooms: quality control of 1 hotel per week. Opening/closing service. Quality control of rooms, public areas, common areas. Anticipate and respond to customer needs. Supervision, management, team building. Monitor linen and hospitality product stocks. Close collaboration with Reception and Technical staff. HACCP COMPLIANCE. Ensures quality of service and compliance with health and safety regulations.

DIPLOMES ET FORMATIONS

- sept. 2014 / août 2015** **Le Titre de Gouvernante d'Hôtels** - BAC+2
 Ministère du Travail PARIS 75014
- sept. 2014 / août 2015** **Diplôme Gouvernante d'Hôtels** - BAC+2
 Académie des Gouvernantes PARIS 75014
- juin 1996 / juil. 1996** **Gestion Administration** - BAC
 Lycée Briffaut VALENCE 26000

COMPETENCES

Use of Pack Office and PMS software. Ability to organize and prioritize tasks - Ability to adapt - Autonomy - Sense of responsibility/reliability - Teamwork - Knowledge of and respect for rules - Ability to update knowledge - Customer/supplier relations skills - Initiative/creativity - Ability to work under pressure and manage stress.

COMPETENCES LINGUISTIQUES

Anglais	Académique
Français	Courant
Arabe	Elémentaire

CENTRES D'INTERETS

Service to others - My inner/outer well-being and that of others