Dori Zelina

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Brighton, UK 🟇 Available for Relocation

# Head Housekeeping

### Specialised in the Management of Fine Homes and Luxury Lifestyles

Dedicated and efficient all-rounder who loves the art of serving discerning principals. Easily face challenges with energy and enthusiasm while producing outstanding results within tight deadlines. Recognised as a talented leader who builds strong working relationships, sets clear expectations, and builds upon team members’ strengths. Personable and discrete with a reputation for being professional and reliable with a thorough understanding of social etiquette, mindfulness, and guidance. Highly adaptable to changing environments and diverse cultures. Extensive travel and multi-cultural experiences embodied with a contemporary knowledge and service excellence. Fluent in English. EU/UK passport holder.

## Skills Summary

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| --- | --- | --- |
| * Staff development, recruitment and rota scheduling * Calendar management * Inventory management * Household manuals | * Wardrobe management * Fleet vehicles management| MOT and minor repairs * Chauffeur service * Vendor management | * Etiquette, protocol, and security standard * Smart home technology * Flower arrangements, gardening * Travel arrangements |

**Technical**: Microsoft 365, QuickBooks, Xero, Windows/MacOS, ONQ, Mews, Amadeus Altea, Opera PMS, WIX, Canva, WhatsApp, Telegram, Skype, Zoom, Harri.

## Professional Experience

### Deputy Head Housekeeper Bloc Hotel Gatwick Airport , Surrey, UK May 2024 - Present

### Assisting and supprting the executive ensuring all aspects of the houseekping operation are aligned with the vision of the company, from day today employee management, sevice excellence, maintenanace and housekeeping management. Providing leadership and using a professional and fully hands-on approach.

* Supporting the Head Housekeeper in investigating and addressing any complaints of feedback raised.
* Ensuring standards of cleanliness, presentation and care throughout all guest rooms and public areas.
* Management of all housekeeping stock, including consumables and general department supplies.
* Staff training and development including COSHH and general H & S
* Mentoring the supervisory team, supporting them in a proactively leadership of the department.

### Deputy Head Housekeeper Hilton Brighton Metropole, East Sussex, UK March 2023 – Apr 2024

Maintain a high standard of housekeeping for a 321-room hotel, partnering with the head housekeeper. Supervise 60+ staff in the housekeeping and laundry departments, coordinating among crews and inspecting assigned areas to ensure adherence to Hilton’s high standards.

* Assisting the Head Housekeeper to create, implement and deliver housekeeping strategy to ensure that guest’s personal requests are noted and prepared in conjunction with Front of Office Team.
* Train new RA in room standards and products. Familiarise them with the building layout and demonstrate method for cleaning rooms.
* Perform visual inspections of rooms and common areas to identify and correct maintenance and cleaning issues.
* Review forecasted occupancy and schedule room attendants, housekeeping staff, and linen crew accordingly.
* Oversee annual budget, order supplies to maintain appropriate stock levels and identify opportunities for cost savings.

### Senior Housekeeper Confidential Private Employer, Surrey, UK Aug 2022 – Dec 2023

Oversaw the smooth day-to-day operation of a recently renovated, 12-bedroom historical estate on 69 acres with indoor and outdoor swimming pools, a tennis court, and a winery. Upheld a pristine, showroom-like atmosphere throughout the estate.

* Supervised and trained the staff, consisting of a live-in housekeeping couple, a chef, and occasional bank staff.
* Occasionally prepared meals while between chefs, focusing on simple, whole food-based, vegetarian dishes that adhered to the family’s strict dietary requirements.
* Collaborated with the chef to plan menus that accommodate the family’s demanding schedule.
* Ran errands, including shopping for the chef, stoking kitchen supplies, picking up mail, handling dry cleaning, and coordinating repairs for a fleet of vehicles.
* Oversaw and adhered to established budget while utilising the family-provided credit card for expenses.
* Managed and cared for the principal’s wardrobe. Organised seasonal turns and expertly packed luggage ahead of travel.

Cared for the family’s 2 cats and 2 dogs: handled feedings, walks, and vet trips.

* Assisted with winemaking processes, including labelling bottles and coordinating delivery logistics to retailers.

### Housekeeper Freelancer Jan 2021 – Aug 2022

Contracted with four country estates to provide housekeeping and ad-hoc services. Properties consisted of a

4, a 5 a 6 and an 8-bedroom residence and grounds for horses and domestic animals.

* Cared for high-value personal assets, including fine China, silver, crystal, and luxury fabrics.
* Provided high-end wardrobe management, including seasonal rotations, cleaning of delicate fabrics, laundry management, and sewing.
* Booked dinner reservations on the principals’ behalf. Handled incoming and outgoing email.
* Purchased and organised food, cleaning products, and supplies; tracked and reconciled purchases in QuickBooks.
* Hired service staff to support special events for ~20 guests. Participated in menu planning and table setup/management.

### Family Assistant Confidential Private Employer, Surrey, UK Sep 2016 – Aug 2020

Supported an HNW family of four by managing their 5-bedroom residence. Lived on the property in an annex.

* Supervised up to 8 team members, including housekeepers.
* Planned, produced and prepared healthy meals for children’s, snacks and sandwiches to supplement the ordered dinners for small, casual events involving principals’ family and friends.
* Assisted event staff with formal dinners held for the principals’ business associates.
* Travelled with the family; accompanied them to Kenya and worked alongside the principals’ Kenyan staff.
* Served as the Mrs’s chauffeur to meetings throughout England and for short family trips throughout Europe.
* Arranged travel accommodations and flights, including holding fiscal responsibility for the family-provided credit card.
* Managed a calendar of social gatherings, children’s after-school activities, and other scheduled events.
* Coordinated numerous vendors for maintenance and landscaping for the residence and grounds.

### Level 3 Forest School Leader Oak Hill Nursery School, London, UK Sep 2013 – Jul 2016

Created and implemented Forest School Ethos to learn through experience for children aged 6 months to 5 years, which is based around the EYFS curriculum, promoting extended learning from the classroom to experimental learning outdoors.

### Receptionist/Switchboard Operator Hilton London Tower Bridge, London, UK Aug 2012 – Sep 2013

Provided an extraordinary and seamless guest experience whilst communicating with all teams and ensured a high attention to detail.

## Earlier Experience

### Hotel Reservation Agent Danubius Hotels, Budapest, Hungary 2010 – 2012

### Passenger Check-in Agent Malev Hungarian Airlines, Budapest, Hungary 2009 - 2010

### Textile Designer Artamax, Budapest, Hungary 2002 - 2009

## Education and Professional Development

#### Silver Service Training The Online Training Academy 2022

#### Level 3 QCF Diploma, Children & Young People Westminster Kingsway College, London, UK 2013 – 2015

#### Bachelor of Arts in Liberal Arts (with Merit) Hungarian Academy of Fine Arts, Budapest, H. 1995 – 1998

#### Matura Cert. AAB Bolyai Janos School of Textile & Design Budapest, H. 1992

## Community Involvement

#### Retail Assistant, Chestnut Tree House Children’s Hospice Care Brighton Jan 2023 – May 2023

#### Teacher, The Hungarian Charity Service of Malta Family Shelter Budapest Sep 2020 – Nov 2020

#### Volunteer Helper, Yogendra Public School Rishikesh, India July 2016 – Aug 2016

## Personal Interests

* Fascinated with the art of haute couture, style, and textile design.

Blogging platfrom: <https://www.facebook.com/Stylingetc1>

* Website design
* Healthy lifestyles and seasonal sport.