**Resume **

**Housekeeping room attendant**

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| ***PERSONAL INFORMATION:*** ***Name* stephanina****Stephanina.331680@2freemail.com*****Date of Birth 11-12-1982******Nationality Kenyan******Gender female******Religion Christian***  |

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| **Objective:-** Always being part of highly motivated, fast moving industry my objective, is to insure a challenging position in your company where by my knowledge and skills can be effectively utilized and best satisfy the needs for the success in the company as well as for the growth of my career where I can set new goals. |

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| **Experience:- GHAYA GRAND HOTELS FIVE STAR\* DUBAI** **Housekeeping room attendant 02/02/2014till date**  ***Key Responsibilities:*** * Receive work assignment, keys and supplies from the supervisor and sign the key log book accurately
* Clean assigned rooms and bathrooms thoroughly up to the standard, making the necessary arrangements in guest rooms and replenish guest supplies and complete paper work as required.
* Attend the guest request courteously and promptly in the course of the day.
* Check all facilities such as furniture, fixtures and report any damage or missing items to the team leader and coordinator to follow up.
* Report any malfunction in rooms or assigned areas to the engineering department via housekeeping coordinator.
* Keep fire exits and stair ways clear of any obstruction
* Check and report any maintenance work required immediately
* Pick up any litter from corridors and pathways
* Vacuum carpet and upholstered furniture, dust and wipe furniture, empty ashtrays and wastebaskets
* Make bed, wash sink, bathtub, toilet, tiles, mirrors and floor and polish brass and metal
* Replenish bathroom supplies and room supplies
* Tidy and arrange neatly guest toilet articles on vanity top and spot cleans carpet when necessary
* Clean and keep the guest corridors, service pantries and service areas neat and tidy at all times
* Remove Room Service tray and trolley from guestroom and corridors
* Inform valet service to collect guests clothes for laundry, dry cleaning or pressing services

 **Transgaurd {05may 2012 to Sep 2014}** ***Housekeeping attendant 2013*** General cleanliness of all premises at the hotel so as to maintain the standards of the hotel this involves activities such as,* Cleaning bathroom/ toilets
* Vacuuming the carpet
* Scrubbing the shower walls
* Cleaning the bath tabs
* Counter dusting ,furniture
* Glass cleaning.
* Proper disposal all categories of wastes to the disposal point
* Excellent guest service, knowledge of maintenance of rooms bathroom as well as clean them keep company’s standards

 **Professional Training:-*** I have a strong experience in chemical handling and the wide range of use

 Chemicals such as R1, R2 ,R3, R5, R7 R4* Health & Safety training. Ghaya grand hotel
* Fire warden Basics training. Ghaya grand hotel
* Computer Hardware and Software.
* Risk assessment training ghaya grand hotel

**Education:-** 2008 Daystars University Certificate of Customer Service 1999-2002Kenya Certificate of Secondary Education at Mariari Girls secondary school.1991-1998 Kenya Certificate of Primary Education Karimari Primary Primary school.**Professional Skills:-*** Excellent Coordination and communication Skills.
* Team player and team motivation skills.
* Effective crisis management and damage control skills.
* Adaptive and ability to work under pressure.
* Efficient multi-tasking skills.
* Time management and organization skills.
* Good negotiation skills.
* Pursuance of excellence.

**Profile:-**Aim highly dedicated, responsible, hard working, result oriented capable to work and initiate new things and work under certain conditions. **Languages:-**language Written spokenEnglish very good excellent Arabic fair good Swahili very good good  |