**CURRICULUM VITAE**

Moses Sekitoleko – CV No. 1993458

**PERSONAL DETAILS**

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| Date of birth | : | 30th.October.1987 |
| Sex | : | Male |
| Nationality | : | Ugandans |
| Languages | : | English, Fair with Swahili. |
| Religion | : | Muslim |
| Visa Status | : Employment Visa (free zone) |

**Career Objective**

Looking for suitable opportunity to lead a team of housekeeping professionals, where I can explore my skill sets and bring them to effective use for achieving the organizational objectives by providing the clients and customers with professional and efficient services.



**Career Summary**

An adept housekeeping professional with 4 years of industry experience. I have worked with reputed hotels and organizations and provided the best of professional housekeeping services, in order to maintain the surroundings in a clean, hygienic, and attractive manner for pleasant customer experience.



**Professional Work Experience**

**Position**: Soft services Supervisor–May 2014 up to date

Duties and Responsibilities:

* Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.
* Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
* Coordinates work activities among departments.

* Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
* Inventories stock to ensure adequate supplies
* Evaluates records to forecast department personnel requirements.
* Makes recommendations to improve service and ensure more efficient operation
* Issue cleaning equipment and supplies to the staff for respective duties
* Confirm with the front office for special guest requests such as flower arrangement in the room, etc.
* Ensure that the public areas are regularly cleaned, especially during events or functions
* Give and take proper handover at the end and beginning of the shift
* Coordinate with the housekeeping manager for conducting the performance appraisal
* Analyze the staff performance for developing training plans
* Train new employees for adapting to the hotel SOPs (Standard Operating Procedures)

**EMRILL SERVICES LLC –**JAN 2013 TO APRIL 2014

**Position**: Housekeeping Supervisor

Duties and Responsibilities

* Responsible for the cleanliness of the assigned areas
* Examines building to determine need for repairs or replacement of furniture or equipment, and makes recommendations to management.
* Assist in scheduling of staffs according to projected staffing requirements
* Work in accordance with the SOPs (Standard Operating Procedures)
* Maintain a log of the daily tasks allocated and completed
* Responsible for the serviceability and periodic maintenance of the equipment used
* Update/inform the shift in charge supervisor with the progress of the tasks allocated in order to be updated in the system
* Attend to guest calls and requests and inform the same to the front desk
* Report lost and found items to the front desk and deposit the same at the security department. Inform the manager about the same
* Replenish all inventories in the pantry and stock room
* Coordinate with the team members for smooth and efficient functioning of the department

**HARDWARE WORLD LTD**

**Position**: Customer service representative

Duties and Responsibilities

* Responded promptly and answered/resolved customer inquiries and complaints.
* Investigated and resolved service issues and/or product problems.
* Managed customers’ database accounts, performed customer verification and processed applications, orders and requests.
* Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.

* Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
* Supplied customers with written responses and information and followed up on customer communications.
* Communicated directly with customers by phone, electronically or face to face.
* Provided customers with technical support using maintenance procedures created with company products.
* Wrote and kept accurate records of discussions and correspondence with customers.
* Trained and coached new team members to deliver a high standard of customer service.
* Learned about products and services and kept up to date with changes.



**Professional Skills**

* Spring cleaning
* Flower arrangements
* Stock receiving and inventory management
* In-depth knowledge of various housekeeping equipment and products
* Knowledge and expertise over laundry operations
* Familiar with the latest industrial trends
* Leadership skills
* Quick decision making
* Hospitality skills



**Academic Qualifications**

**INSTITUTION** **AWARD**

British Institute of Cleaning Science Certificate (BICSc)

Uganda institute of business and media studies Diploma in journalism

Lugazi High School UACE

St Peters sss Nsambya UCE

**Referees:**

Provided upon request

**Declaration**

I acknowledge that the details shared above are true to the best of my knowledge and belief and can be supported with documented proofs, if required.

**Name**: Sekitoleko Moses

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| Moses Sekitoleko – CV No. 1993458To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on cvcontacts@gulfjobseekers.comWe will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |