 Sylvia

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Objective & Sumary

**Objective**: to seek the Position of a Housekeeper / Cleaning Supervisor

**Summary**: Exceptionally gifted and efficient Executive Housekeeper with huge background directing and controlling housekeeping operations and staff of the housekeeping department; co-ordinating between housekeeping crews to inspect assigned areas to ensure standards are met.

Core Qualifications

* Supervisory Skills
* Housekeeping Best Practices
* Employee Productivity
* Hospitality Industry Computer Software’s
* Strong Communication Skills
* Detail Oriented
* Efficient & Effective

Education

**2005 to 2006** Front Office Operations & Administration at the Institute of Commercial Management (ICM)

**Grade achieved: A**

**2005 to 2006** Housekeeping & Accomodation Studies at the Institute of Commercial Management (ICM)

**Grade achieved: A**

**2005 to 2006** Restaurant Services at the Institute of the Commercial Management (ICM)

**Grade achieved: A**

**2005 to 2006** Culinary Theory from the Institute of Commercial Management (ICM)

**Grade achieved: B**

**Work Experience**

**2014 to date: Executive Housekeeper Coconut Breeze Hotel**

* Responsible for cleanliness, orderliness and appearance of the entire Hotel.
* Ensure that rooms are made as per company standard.
* Prepare Annual Housekeeping Budget.
* Maintain par stock of guest supplies, cleaning supplies, linen and uniform.
* Organize inventories with Accounts and General Store for linen, uniform and fixed assets.
* Pay particular attention while organizing pest eradication activities.
* Develop and implement Housekeeping systems and procedures
* Prepare reports for management information.
* Assist Purchase department in selecting suppliers for items related to Housekeeping.
* Plan, control and supervise Horticultural activities.
* Attending and resolving guest complaints.
* Verification of supplies consignments.
* Organize on-the job training and evaluate its effectiveness.
* Approval of the Functional Manual of the department.
* Recommend recruitment of new personnel.

**Other Routine Responsibilities:**

* Daily inspection of public areas and employees locker rooms.
* Daily briefing of Supervisors/ Executives.
* Coordinating the preventive maintenance schedule of rooms and public area with maintenance department.
* Immediately attending to guest requests.

**2010 to 2013 Housekeeping Coconut Breeze Hotel**

* Clean corridors, lobbies, stairways, elevators and lounges as well as guest rooms
* Organize work schedule from the room status list, arrivals and departures
* Distribute linen, towels and room supplies using wheeled carts or by hand
* Restock room supplies such as drinking glasses, soaps, shampoos, writing supplies, mini bar
* Replace dirty linens with clean items
* Inspect and turn mattresses regularly
* Store all dirty laundry in line with company policy
* Monitor guest laundry bags
* Replace laundry bags and slips
* Check all appliances in rooms are in working order
* Realign furniture and amenities according to prescribed layout
* Respond to guest queries and requests
* Respond to calls for housekeeping problems such as spills, broken glasses
* Deliver any requested housekeeping items to guest rooms
* Remove room service items
* Organize and restock cart at the end of the shift
* Ensure confidentiality and security of guest rooms
* Follow all company safety and security procedures
* Report any maintenance issues or safety hazards
* Observe and report damage of hotel property

**2007 to 2010 Room Attendant Zeliant Limited**

Working under the direction of the housekeeper. Undertook the cleaning of bedrooms and bathrooms and public areas to a quality standard and ensured all room facilities are working. To self-check allocated rooms to the minimum standard required by the hotel and rectify if standard is below expectations.

* changing bed linen and towels
* making beds
* ****vacuuming floors
* dusting and polishing furniture
* cleaning bathrooms
* replacing stocks of guest supplies
* re-stocking drinks in the mini-bar

**Languages**

**Language Speaking Writing Reading**

**English** Fluent Excellent Excellent

**Swahili** Native Speaker Excellent Excellent

**Luhya** Native Speaker

**German** Basic Basic Basic

**Hobbies and Interests**

Reading of inspirational books and journals, swimming