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**KUDZAI**

**Objective Statement** –To work as a room attendant in a challenging environment, contributingenthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my customer service skills . To work for a progressive, highly respected international and success oriented organization that forwards challenges to its employees and involve them in decision making.

**Qualification, Skills and Qualities**

* Physical mobility and stamina
* Ability to follow instruction
* Detail-oriented
* Professional attitude
* Ability to work independently
* Excellent time management skills
* 3 years’ experience as room attendant in a Hotel.
* Great sensitivity to the needs of others
* Chinhoyi .LOMSEC COLLEGUE (Advanced Level)
* Ability to work-in and lead a team

■ Professional Experience



**Vineyard Hotel , Cape town**

**Position:** **Room attendant**

**Period:** **January 2016- February 2017**

**Key Responsibilities:**

* Makes bed.
* Dusts the room and furniture.
* Replenishes guestroom and bath supplies.
* Cleans the bathroom.
* Cleans the closet.
* Vacuums and racks the carpet.
* Checks and secures the rooms.
* Replenish amenities according to the operational standards.
* Deliver and retrieve items on loan to guests e.g. iron and ironing boards
* Ensure security of guest rooms and privacy of guests
* Perform rotation cleaning duties such as steam clean carpets, spring cleaning, super cleaning as required
* Cleans guest bathroom/bed room/floor corridor.
* Responsible for replenishment of guest complimentary water.
* Responsible for the cleanliness and maintenance of my work area.
* Responsible for the Hotel property in the work area.
* Attends to guest calls, guest requests /guest complaints in the area assigned to him.
* Authorise to enter in guestrooms for cleaning and providing turndown services as per requirement.
* Responsible for following the standard operating procedures.
* Responsible for achieving and exceeding the guest satisfaction score.

**One and Only Hotel, Capetown, South Africa**

**Position:** **Room attendant**

**Period :** **September 2014 – December 2015**

**Key Responsibilities**

* Stock and sort supplies
* Vacuum, clean, dust and polish guest rooms
* Make beds, change sheets, remove and replace used towels and toiletries
* Deliver and retrieve items on loan to guests e.g. iron and ironing boards
* Ensure security of guest rooms and privacy of guests
* Perform rotation cleaning duties (e.g. steam clean carpets) as required

**Holiday Inn Hotel Harare ZIMBABWE**

**Position:** **Bedroom hand**

**Period:** **July 2013- July 2014**

**Key responsibilities and duties performed**

* Bedding using the envelope corner technique.
* Keeping the rooms tidy and attractive all the time.
* Dusting the furniture guest supplies.
* Checking the functionality of all the equipment in the room.
* Recording of lost and found property.
* Taking customer complaints and report them to the supervisor for example disfunctioning of , television or water tapes
* Ironing all linen in the laundry using the roller iron.
* Folding laundered linen.
* Washing linen using washing machine.
* Using the dry cleaning machine

**REFEREES** Upon Request