

JOSEPH KITIIBW W

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Position

- Room attendant

Objective

Highly professional Room service attendant - Housekeeper over 3 years plus of hands-on experience cleaning and maintaining guest rooms. Detail-oriented individual possessing strong work ethic and excellent organizational skills. Proficient in servicing guestrooms and cleaning equipment operations. Committed to finishing tasks on time while exceeding expections.

Education

- **Makerere University** **2019**
  Diploma in Business Administration
- **Emrill Services LLC** **2021**
  Cleaning Operators proficiency certificate (Bics)

Career Highlights

- Knowledge of operating Basic Hotel bookings softwares (Opera and Hotelogix).
  Extreme high Class and Luxury knowledge in Hotel Room set ups with ability to lift, push and pull objects 50 to 60 pounds without assistance.
  Confident in handling multiple tasks at one time and withe ability to consistently delight and satisfy the guests
  Ability to task well and other reasonable job duties as requested.

Experience

- **Tick hotel - Uganda, Kampala** **February 2023 - Present**
  Guest room Attendant
  - To welcome guests by greeting them and responding to inquires.
  - Writing down on the assignment sheet relevant information for record purposes and for future inquires.
  - Making bed, vacuuming, dusting and while maintaining common areas, hallways and waiting areas at elevators.
  - Emptying waste papers and other trash from premises and moving them to appropriate receptacles.
  - To carry out laundry services with special attention to care instructions for hand-washing and dry cleaning.
  - Maintained inventory of items that were placed in each guest room.
  - Communicating while coordinate with maintenance team to ensure efficient repair of items related to guest rooms and public areas.

- **Accor Group of Hotels - Qatar** **June 2022 - December 2023**
  Room Attendant (Seasonal) World Cup
  - Demonstrated respect, friendliness and willingness to help wherever needed.
  - Kept work areas, tools and equipment clean and properly sanitizied to minimize disease transfer and health risks of shared environment.
  - Received and processed stock into inventory management system.
  - Actively listened to guest requests, confirming full understanding before addressing concerns.

- **Emrill Services LLC - UAE** **March 2021 - March 2022**
  Room Attendant (Seasonal) Expo 2020 Visitor Residences
  - Made bed (linen) professionally following standard procedure.
  - Conducted servicing of guest rooms, bathrooms by washing and emptying bins, wash all glass surfaces and floors.
  - Used the right cleaning chemicals, to dust and polish all hard surfaces to achieve a quality sheen.
  - Ensured service area is well stocked with necessary products and cleaned always.
  - Removed bed sheets and towels from rooms and pre-treated stains to maintain and restore linen condition.

- **Fairway Hotel Uganda - Kampala** **January 2019 - December 2020**
  Housekeeping Attendant
  - Maintained healthy and safe environment in the guest rooms by following safety rules.
  - Managed to change bed and bathroom linen on daily basis.
  - Responded to customer complaints in a positive way and keep the customers satisfied.
  - Ensure the room is properly set and clean before the guest arrives.
  - Ensured that rooms are regularly cleaned according to the Hotel procedures

Achievements and accomplishments

- Introduced and implemented infection control practices that significantly reduced infection risks 40% at Expo 2020 Village Residences.
- Increased guest satisfaction by 100% by employing round-the-clock cleaning services for guests arriving during nocturnal hours

Skills

- Precision, attention to detail.and guest safety
  Housekeeping hard and Laundry skills
  Communication and Interpersonal skills