

PATIENCE NYADZUA NGUMBAO

Room Attendant

PROFESSIONAL SUMMARY

Detailed-oriented and reliable Room Attendant with over 3 years of experience in high-volume hotel environments. Proven ability to maintain cleanliness, organization, and guest satisfaction standards in accordance with hotel policies. Skilled in room preparation, linen management, and using cleaning equipment safely and efficiently. Recognized for strong work ethic, time management, and a commitment to providing exceptional guest experiences. Works well independently or as part of a team in fast-paced settings.

EMPLOYMENT

Room Attendant, 02/2024 to 05/2025

SAI ROCK HOTEL - Mombasa, Kenya

- Clean, dust and vacuum guest rooms, making beds with fresh linens and ensuring all surfaces are tidy.
- Replenish towels, toiletries, linens, coffee, and mini-bar items according to hotel standards.
- Inspect rooms for any damages, maintenance problems or unusual activity and report them to a supervisor or housekeeper.
- Respond to guest inquiries, resolve concerns, and provide assistance when needed, displaying strong customer service skills.
- Follow hotel policy for handling lost and found items, turning in any guest belongings to the appropriate department.
- Perform cleaning duties in corridors, lobbies, staircases, and other common areas as assigned. : Follow all health, safety, and hygiene rules, and handle cleaning chemicals and equipment properly.

CONTACT

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Phone: +254797727897

Email:

patiencenyadzua25@gmail.com

BIO DATA

Passport No: BK1031473

Date of Birth: 15-JULY-2000

Gender: FEMALE

HOBBIES

Traveling

Cycling

Painting

Reading

CORE COMPETENCE

Room Cleaning and Maintenance

Stocking and Replenishing Guest Amenities

Reporting Maintenance Issues

Guest Service and Interaction

General Housekeeping Duties

Compliance with Safety and Hygiene

Standards

Special Requests and Customization

Team collaboration

- Adhere to hotel policies on chemical handling, personal safety, and hygiene compliance.

Room Attendant, 06/2021 to 02/2024

HEMINGWAYS WATAMU - Kilifi, Kenya

- Vacuuming carpets, dusting furniture, and polishing surfaces.
- Thoroughly cleaning and sanitizing bathrooms, including toilets, sinks, showers and tubs.
- Washing and sanitizing floors, windows, and mirrors.
- Changing bed linens and making beds with clean sheets.
- Replacing used towels with fresh ones and ensuring all bathroom amenities are restocked.
- Restocking and replenishing in-room refreshments, snacks and toiletries for guests.
- Greeting guests and responding to their questions and requests in a friendly and professional manner.
- Providing excellent customer service to ensure guest satisfaction.
- Identifying and reporting any damaged items, furnishings or maintenance needs (e.g., burnt-out light bulbs) to the Supervisor or head housekeeper.
- Loading and stocking cleaning carts with linens, supplies and guest amenities.
- Sorting and counting linens for laundry.
- Following all hotel and health, safety, and hygiene rules and procedures.
- Maintaining high standards of cleanliness and tidiness in all assigned areas.

REFERENCES

- **JAMES LUCKY**
+254727673761.
- **DAMA WANJE**
+254797291087.

LANGUAGE

English

Swahili

EDUCATION

In-House Training, 07/2025

MNARANI BEACH CLUB- Kilifi

Kenya Certificate of Secondary Education, 11/2018

STATE HOUSE GIRLS HIGH SCHOOL - Nairobi