



JOSEPH ONYANGO MBAI

PROFESSIONAL HOUSEKEEPING SERVICE
SPECIALIST

CONTACT

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Address: P.O. Box 70515-00400,
Nairobi, Kenya

TECHNICAL SKILLS

- Deep Cleaning & Sanitization Techniques
- Laundry & Linen Management
- Room Inspection & Quality Control
- Inventory Management & Supply Control
- HACCP & Hygiene Standards Compliance
- Eco-Friendly Cleaning Products Knowledge
- Stain Removal & Fabric Care
- Bathroom & Kitchen Deep Cleaning
- Floor Care & Maintenance (Carpet, Hardwood, Tile)
- Guest Room Turnover Efficiency
- Lost & Found Property Management
- Safety Protocols & Chemical Handling
- Equipment Operation & Maintenance
- Digital Housekeeping Management Systems
- Maintenance Issue Identification & Reporting

PROFILE

Dedicated housekeeping professional with over 2 years of progressive experience in luxury hospitality environments. Proven track record in maintaining exceptional cleanliness standards in high-end properties and eco-lodges. Strong attention to detail, organizational skills, and ability to work efficiently while upholding the highest hygiene and presentation standards. Seeking to leverage extensive housekeeping expertise in maintaining pristine guest accommodations and common areas.

WORK EXPERIENCE

Housekeeping Attendant

The Norfolk Hotel Nairobi (5-Star Luxury Property)
February 2024 – Present | Nairobi, Kenya

- Spearhead comprehensive cleaning protocols for luxury guest rooms, ensuring high standards for international clientele.
- Execute deep sanitization procedures while maintaining elegant presentation and attention to detail across multiple rooms.
- Collaborate with maintenance teams to promptly resolve guest room issues and accommodate special requests.
- Oversee guest laundry services and manage accurate linen inventory control systems.
- Consistently achieve excellence in room inspections, maintaining refined aesthetics in all guest accommodations.
- Deliver discreet housekeeping services while upholding strict guest privacy and confidentiality protocols.

Housekeeping & Facilities Attendant

Tassia Eco Lodge
January 2023 – December 2023 | Laikipia, Kenya

- Maintained exceptional cleanliness standards across luxury eco-lodge guest accommodations and facilities.
- Implemented comprehensive cleaning schedules for guest rooms, bathrooms, and common areas.

CORE COMPETENCIES

- Attention to Detail in Cleaning & Presentation
- Quality Control & Room Inspection Standards
- Inventory Management & Supply Organization
- Time Management & Efficient Room Turnover
- Team Collaboration & Cross-Departmental Coordination
- Problem Solving & Maintenance Issue Resolution
- Strong Work Ethic & Reliability
- Adaptability in Luxury Hospitality Environments
- Guest Privacy & Discretion
- Safety Compliance & Chemical Handling
- Equipment Operation & Care
- Professional Standards & Accountability

REFERENCES

Available upon request.

- Collaborated with facilities management teams to ensure optimal guest room readiness and turnover efficiency.
- Responded to guest housekeeping requests and executed specialized cleaning requirements.
- Conducted systematic facility inspections and coordinated maintenance issue resolution with management.
- Implemented sustainable cleaning practices aligned with eco-lodge environmental standards.

EDUCATION

Diploma in Business Administration
Kenya Methodist University
2022

Kenya Certificate of Secondary Education
Oriwo Boys High School
2017

KEY ACHIEVEMENTS

- Maintained exceptional cleanliness standards in luxury 5-star accommodations, enhancing guest satisfaction and strengthening the hotel's reputation for excellence
- Consistently upheld world-class housekeeping standards through meticulous attention to detail in room presentation and facility maintenance
- Achieved outstanding room inspection scores, demonstrating commitment to quality and guest comfort
- Implemented efficient cleaning protocols that improved room turnover times while maintaining quality standards
- Supported seamless coordination between housekeeping and maintenance teams, ensuring optimal guest room conditions
- Upheld safety and hygiene compliance, promoting guest well-being and maintaining operational integrity
- Demonstrated adaptability in diverse hospitality environments, maintaining consistent standards across different property types

LANGUAGES

- English – Fluent
- Kiswahili – Fluent