

FABIOLA

RWANDA

Professional Statement

As a dedicated housekeeping attendant, I am committed to maintaining a clean, safe, and welcoming environment for guests and staff. I pay close attention to detail, adhere to safety and sanitation standards, and work efficiently to ensure all areas are pristine and well-organized. My goal is to contribute to a positive guest experience by providing high-quality cleaning services with professionalism and reliability.

Experience

HOUSEKEEPING ATTENDANT | FIFA WORLD CUP | QATAR **AUGUST 2022 – FEB 2023**

- Clean and tidy guest rooms, bathrooms, corridors, and public areas to high hygiene and presentation standards.
- Change bed linens, make beds, and replace towels and amenities.
- Sweep, mop, vacuum, dust, and polish furniture and surfaces.
- Replenish cleaning supplies and report any shortages or damages.
- Ensure proper use of cleaning equipment, chemicals, and safety guidelines.
- Respond promptly to guest requests and maintain a courteous, professional attitude.
- Report lost and found items and any maintenance issues to the supervisor.
- Follow company policies, health and safety regulations, and environmental practices.
- Work collaboratively with the housekeeping team to meet daily schedules and targets.

HOUSEKEEPING ATTENDANT | MARRIOTT HOTEL | RWANDA **MAY 2019 – DEC 2021**

- Maintained high standards of cleanliness and organization in guest rooms, public areas, and back-of-house spaces, ensuring compliance with Marriott brand standards.
- Responded promptly to guest requests and inquiries, providing excellent customer service and enhancing overall guest satisfaction.
- Monitored room supplies, reported maintenance issues, and collaborated with the engineering team to ensure prompt resolution.
- Assisted in training new housekeeping staff on cleaning procedures, safety protocols, and service excellence.
- Consistently achieved high performance evaluations for attention to detail, reliability, and professionalism.
- Contributed to a safe and hygienic environment by adhering to health, safety, and sanitation regulations.

HOUSEKEEPING ATTENDANT | GRAND LEGACY | RWANDA**JAN 2016 – SEPT 2018**

- Cleaned and prepared guest rooms, suites, and common areas to meet established hotel standards, ensuring comfort and satisfaction for guests.
- Reported maintenance issues and damages promptly to the supervisor to guarantee timely repairs and guest safety.
- Assisted in maintaining adequate stock levels of linens, amenities, and cleaning supplies, reducing shortages and improving efficiency.
- Delivered personalized service by responding to guest requests courteously and efficiently.
- Supported housekeeping team in deep-cleaning projects and special events, contributing to smooth hotel operations.
- Recognized by supervisors for reliability, punctuality, and a strong work ethic in a high-demand hospitality environment.

Education**UNIVERSITY OF TOURISM, TECHNOLOGY AND BUSINESS STUDIES | RWANDA****2019**

- Bachelor's degree - Travel and Tourism Management

ST KIZITO HIGH SCHOOL | RWANDA**2014**

- Advanced level certificate
- Computer science

Key Skills & Abilities

- Communication (verbal & written)
- Teamwork & Collaboration
- Problem-Solving
- Time Management
- Adaptability & Flexibility
- Customer Service Orientation
- Attention to Detail
- Multitasking
- Conflict Resolution

LANGUAGES SPOKEN

- English
- French

LEADERSHIP

- Assisted in training and mentoring new housekeeping staff in cleaning standards, customer service, and safety procedures.
- Acted as a point of contact between management and team members, ensuring smooth communication and task coordination.
- Led small teams during peak hotel occupancy, ensuring efficiency, quality, and timely room readiness.

- Supported supervisors in implementing housekeeping schedules and monitoring staff performance.
- Recognized for reliability and initiative, often entrusted with additional responsibilities in the absence of senior staff.

HOBBIES/INTERESTS

- Traveling and exploring new cultures, which enhances adaptability and cultural awareness when interacting with guests.
- Culinary arts and food presentation, reflecting creativity and an appreciation for guest experiences.
- Volunteering in community service projects, demonstrating teamwork, empathy, and a service mindset.
- Reading hospitality and customer service resources to stay informed about industry trends.
- Sports and fitness, promoting discipline, teamwork, and a positive attitude.