

HILLARY

KENYA

Professional Statement

Detail-oriented and reliable Laundry Attendant with experience in managing laundry operations in hotel and hospitality environments. Skilled in operating laundry equipment, sorting and processing linens and garments, and ensuring the highest standards of cleanliness and presentation. Adept at maintaining a clean and organized work area, handling delicate fabrics with care, and providing excellent service to guests and staff. Committed to supporting overall operational efficiency and maintaining hygiene standards.

Experience

LAUNDRY ATTENDANT | SAROVA MAIYAN | NANYUKI JAN 2024 – AUGUST 2025

- **Sorting and Washing Laundry:** sorting laundry based on color, fabric, and type, and then loading them into the washer using proper detergents and cleaning solutions.
- **Drying and Ironing Clothes:** After washing, transfer the laundry to the dryer and ensure that it is dried at the appropriate temperature. Iron or steam the clothes to make them look neat and crisp.
- **Folding, Hanging, and Packaging Laundered Items:** Once the laundry has been cleaned and dried, fold, hang, or package them and ready them for use.
- **Maintaining Cleanliness and Safety Standards:** by keep the laundry area clean, organized, and safe. Always ensuring that all cleaning equipment is properly used and stored.
- **Keeping an Inventory of Supplies and Equipment:** by keeping track of supplies such as detergents, bleach, and fabric softeners. And always maintaining the laundry facility's equipment and ensure that it is properly functioning.
- **Handling Customer Requests and Complaints:** As a Laundry Attendant, i interact with customers and handle their requests, questions, and complaints.
- **Operating Laundry Equipment:** am knowledgeable in operating laundry equipment such as washers, dryers, irons, and steamers. Am also able to troubleshoot common problems that may arise.

ROOM STEWARD | LEOPARD BEACH RESORT | MOMBASA MAY 2022 – AUG 2022

- Warmly greeted hotel guests.
- Provided customer service and answered questions from guests.
- Applied cleaning equipment to tidy and sanitise rooms.
- Replaced bed linens and towels.
- Restocked hotel food and beverages.
- Kept hallways clean and unobstructed.

CHEF | LAKE NAIVASHA RESORT | NAIVASHA SEP – NOV 2021

- Assisted in the food preparation process
- Cooked and prepared elements of high-quality dishes
- Prepared vegetables, meats and fish

- Assisted other Chefs
- Helped with deliveries and restocking
- Assisted with stock rotation cleaning stations
- Contributed to maintaining kitchen and food safety standards.

Education

Cascade Institute of Hospitality |Thika **2020-2021**
Diploma In Hospitality Management

Cascade Institute of Hospitality |Thika **2019-2020**
Pursued Foundation Diploma In Hospitality And Tourism

Kajiunduthi High School |Chogoria **2016-2018**
Kenya Certificate of Secondary Education {KCSE}

Kariani High School |Chogoria **2015-2016**
Pursued Form One Level

Backstreet Preparatory Centre |Meru **2010-2014**

Kenya Certificate Of Primary School {KCPE}
Gikumene Primary School |Meru **2003-2010**

Pursued Nursery Level To Class Four

Key Skills & Abilities

Languages Spoken

- English
- Kiswahii

LEADERSHIP

High School Class Prefect.

Team leader

SKILLS

- Hygiene and Safety Awareness
- Knowledge of Laundry Equipment
- Events Management
- Cost control
- Computer application skills
- Team work

HOBBIES/INTERESTS

- Travelling and networking