

FAITH NZILANI MWONGELA

Nationality - Kenyan

faithnzilani133@gmail.com

+254701858842

136– 90137 Kibwezi

HOUSEKEEPER/STATEROOM ATTENDANT

SKILLS

- Strong time management and punctuality.
- Attention to finest detail.
- Customer service skills.
- To be flexible and open to change.
- The administration skills.
- Persistence and determination.
- Excellent verbal communication skills.
- The ability to motivate and manage staff

EDUCATION

- Certificate – Secretarial Studies
**Nairobi Institute of Business Studies,
Nairobi, Kenya**
2012-2014
- Kenya Certificate of Secondary Education
St. Joseph's Girls Secondary School
2006-2009

OBJECTIVE

I am a driven and detail-oriented individual with over five years of experience, an enthusiast for cleanliness, seeking a hotel housekeeping position. Eager to provide outstanding service. As a dedicated person, I am looking forward to learning more about hotel housekeeping to provide a great experience for every guest.

EXPERIENCE

January 2020 - Present

Office secretary

Bluewave International Ltd – Nairobi, Kenya

- Greeting and welcoming guests upon arrival.
- Answering calls, taking messages and handling correspondences.
- Typing, preparing and collating reports.
- Managing database.
- Training and supervising junior staffs.

January 2018-December 2019

Housekeeper

Indiana Beach Hotel – Mombasa, Kenya

- Greeting and welcoming guests upon arrival.
- Performing general cleaning like dusting, vacuuming, mopping and surface cleaning of all assigned areas.
- Ensuring all rooms and common areas are clean, sanitized and presentable.
- Restocking and replenishing supplies such as toiletries, towels and other amenities.

January 2015 – December 2017

Housekeeper

Panari Hotel – Nairobi, Kenya

- Servicing guest rooms.
- Attending and servicing guest rooms.
- Attending to guest complaints.
- Cleaning guest rooms of dirt, dust, marks, stains and smells.
- Cleaning and sanitising bathrooms.
- Removing rubbish and debris from rooms.
- Removing dirty towels and linen.

REFERENCES

- Victoria Mueni – Credit Manager
Family Bank – Nairobi, Kenya
+254704074221

- Samuel Kimondi – Reverend
PEFA Church – Kibwezi, Kenya
+254721621797

- Removing used amenities.
- Replenishing supplies such as rubbish bags, bar fridge, snacks.

January 2011 – July 2012

Stateroom Attendant

Camp David Hotel – Kibwezi, Kenya

- Attending and servicing guest rooms.
- Checking in and out guests.
- Attending and servicing guest rooms.
- Day to day running of administration.
- Attending to guest complaints.



PANARI HOTEL

For Delicious Food, Breakfast & Accommodation

P.O Box 58902-00200
NAIROBI
info@panarihotel.co.ke

30th December, 2018

TO WHOM IT MAY CONCERN

RE: FAITH NZILANI MWONGELA.

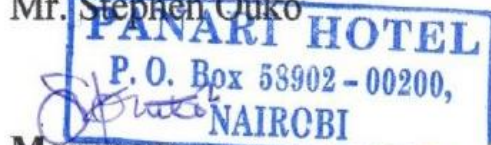
This is to certify that the above-named employee was working in the hotel industry as Housekeeper attendant. I worked with **Faith** as from **January 2015** to **December 2017** and I have always been impressed with her ability to work.

She portrayed honesty, hard work, timely, and easy to work with. She worked with colleagues well and every team she was assigned duties to. She was a fabulous addition to our team a capable worker and was always punctual and additionally she frequently volunteered to take the shifts of other colleagues when the requirement arose.

Once again, I recommend her for the position of a housekeeper at your hotel. I am sure that she would be an excellent addition to your staff. In case of any query regarding her abilities, please don't hesitate to contact us.

Best Regards,

Mr. Stephen Ouko



Manager

Panari Hotel