

NSIAH ABIGAIL

Plt5 Kwapra

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f Queen Dalton

OBJECTIVE

Reliable and experienced housekeeper with 6 years of experience maintaining the cleanliness and organisation of residences and offices. Skilled at performing basic cleaning duties, deep sanitation, organising spaces and tending to general house keeping tasks in a time efficient manner. Courteous and cordial with desire to maintain healthy living environment for all residents

EDUCATION

ATWIMA KWANWOMA SENIOR HIGH SCHOOL

2011-2014

General Arts

2 BRIGADE BASIC SCHOOL

2009-2011

BASIC

Florence Academy Training Certificate (UK)

31st May 2023

Basic First Aid Awareness

EXPERIENCE

Kempinski Hotel Goldcoast

2015 - 2017

HOUSEKEEPER

- Check all facilities daily, ensuring all floors are Properly cleaned and Polished, glass entry ways are wiped down, and rubbish is collected.

- Saved 30% on annual cleaning inventory by negotiating bulk orders with suppliers and actively monitoring the delivery of shipments to sport faulty items.

- Develop strong working relationships with guests, building managers, and visitors and ensure all day-to-day operational activities follow the established cleaning standards

- Lead a team of 6 young cleaners in providing deep cleaning services to all premises according to clients requirements size of the premises and any additional sanitation request.



PERSONAL DETAILS

Date of Birth : 18/12/1995

Marital Status : Common law Partner

Nationality : Ghanaian

Religion : Christian

Passport : G4251469

Gender : Female

Place : Accra

CLEANING :

SKILLS

● Polishing



● Multitasking



● Team Work



● Problem Solving



● Reliability



● System Management



● Mopping



● Communication skills



● Customer service skills



● Handling quest request



● Team Player



REFERENCE

Grand Star Hotel

Feb 2017 - March 2018

HOUSEKEEPER

- Maintained fully stocked inventory at all times with the necessary cleaning solutions and solvent and disposed of hazardous material safely and according to regulation.
- Reduce Customer complaint rate to below 5% by responding to staff and guest inquiries promptly and employing optimal service practices with zero hazards
- Ensuring essential items such as toilet paper and cleaning soap were available at both private and shared premises
- Replenished hotel amenities such as drinking glasses and writing supplies.
- Stocked room attendant cart with supplies.
- Maintained hotel locker rooms, lounges and back of house areas.

Herbal succed ghana

April 2019 - September 2020

CLEANER

- Cleaned exterior surfaces of lighting fixtures, including glass and plastic enclosures
- Replenish Office amenities such as drinking glass and writing supplies
- Cleaned and returned vacant rooms to occupant-ready status.
- Maintenance office locker rooms, lounges, and back of area

Airport West Hotel

November 2020 - February 2023

HOUSEKEEPER

- Collected removed trash and debris from the property
- Cleaned upholstered furniture according to the fabric instructions
- Managed day by day housekeeping
Of 10 rooms in a busy urban motel.
- Handled guest requests, mopped, swept, vacuumed, clean carpets and reported safety and maintenance issues.

ADDITIONAL INFORMATION

Highly motivated and results-oriented with 3 years experience

Obeng Bright -

Pastor

Obengbright123@gmail.com

0541694444

Afia Agyeiwaa - Bosomtwe Rural Bank

Director

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0545157937

LANGUAGES

●English ●Twi

INTERESTS

Music

Reading

Researching

Dancing

Valley ball

Cooking

Travel

ACHIEVEMENTS & AWARDS

Neat and clean Award 2019

working in domestic and school centres

Conscientious and adaptable, voluntarily underwent four hours

additionally training to maintain high level of hygiene

A handwritten signature in black ink, appearing to read 'Nsiah Abigail', with a stylized flourish at the end.

NSIAH ABIGAIL

