

JOHNSON BADU

Address · +233547040024/+233204393613

Email: Johnson.badu@gmail.com ·

3 years as a Room attendant and as a Houseman in hospitality industry in hotel. During these years, I have sufficiently acquired the needed competencies required of a guest and customer experience. I have knowledge in safety procedures and precautions and I was trained to deliver world-class customer service at all times. My objective in joining your hotel is to be part of its continuing success by regularly contributing amazing customer related services.

EXPERIENCE

ROOM ATTENDANT

Kempinski Hotel - Gold Coast City - Accra

- January 2020
- Acknowledge and greeting guests in public spaces with a warm and friendly greeting.
- Cleaning hotel rooms including dusting, vacuuming, changing bed linens, cleaning bathrooms, lobby, and common areas.
- Performing quality cleaning to meet required standards within set time limits.
- Maintaining facility in a sanitary condition thorough washing.
- Respond to room service calls for extra bedding supplies, complimentary wine sets, etc.
- Report, turn in, and/or log all lost and found items according to established procedures.
- Notifying the supervisor when service is complete so rooms may be sold or occupied while monitoring and control supplies and amenities, and minimize waste within all areas of housekeeping.
- Cleaning of the minibar fridge and refilling it with soft drinks for guest.

HOUSEMAN

Santy hotel and restaurant – Kumasi, Ghana

May 2019 - January 2020

Ensures all supplies are provided to the room attendants to allow for the highest quality and productivity

- Remove trash from work areas to the loading dock/dumpster and remove trash and linen from cleaning carts, and linen closets
- Distribute linen and supplies to designated areas in the hotel
- Sweep and wash floors, vacuum guest corridor carpet, sweep carpet corners with broom before vacuuming
- Assisted Room Attendants in moving furniture when needed
- Delivered miscellaneous guest requests to guest rooms, supplies to guest rooms
- Make up and deliver roll-a-way beds and baby cribs to guest rooms

EDUCATION

Armed forces senior high/Technical - Kumasi, Ghana

February 2009 to June 2013

SKILLS

- Excellent Customer Service Skills
- Advanced Communication Skills
- Teamwork Skills
- Motivated Attitude
- Organization and planning skills
- Problem-solving
- Accuracy and attention to details
- Team member
- Stress tolerance
- Reliable

CERTIFICATE

senior high school certificate