

ADJEI PRISCILLA

4 Baiden First Avenue, West Lands – Accra

priscilla.adjei2@icloud.com | +233 59 661 3652 | +233 55 905 4300

PROFESSIONAL SUMMARY

Dedicated and ethical professional with experience in **hospitality, customer service, food service, and factory operations**. Highly organized, service-oriented, and dependable, with a strong commitment to quality, teamwork, and continuous improvement. Seeking to contribute skills and professionalism to a growth-driven organization.

CORE COMPETENCIES

- Customer Service Excellence
- Hospitality & Housekeeping Operations
- Communication & Interpersonal Skills
- Team Collaboration
- Attention to Detail
- Time Management
- Integrity & Work Ethics
- Adaptability & Willingness to Learn

PROFESSIONAL EXPERIENCE

Customer Care & Sales Personnel

Melco Supermarket, Accra

November 2023 – Present

- Attended to customers courteously, assisting them with product selection and inquiries.
- Promoted products and supported daily sales activities to meet customer needs and sales targets.
- Handled customer complaints and resolved issues professionally to ensure satisfaction and repeat business.
- Processed sales transactions accurately and issued receipts using point-of-sale systems.
- Maintained proper product display, cleanliness, and organization of shelves and sales areas.
- Monitored stock levels and reported low or out-of-stock items to supervisors.
- Worked collaboratively with team members to ensure smooth store operations.

Room Attendant, Best Western Premier Accra Airport Hotel, Accra

November 2021 – 2023

- Clean and sanitize guest rooms to high hotel standards, including bed making, linen changes, and amenity replenishment.
- Greet guests politely and respond to requests, complaints, and special needs professionally.
- Monitor, restock, and manage housekeeping supplies and report shortages promptly.
- Conduct room inspections to ensure quality, safety, and guest readiness.

- Communicate effectively with front desk and maintenance teams regarding room status, lost items, or technical issues.
- Adhere strictly to hotel policies, safety regulations, and hygiene standards.

Factory Hand / Machine Operator

Polytex Industrial Company Limited, North Industrial Area

February 2019 – October 2021

- Set up machines, including calibration and cleaning, to initiate production cycles.
- Controlled and adjusted machine settings such as speed and alignment for optimal operation.
- Fed raw materials and components into semi-automated machines during production.
- Inspected finished parts using precision measuring tools to meet quality standards.
- Conducted routine machine testing and addressed operational faults during shifts.

Waitress, Manesseh Food City, North Industrial Area

July 2018 – January 2019

- Prepared dining areas by arranging tables, utensils, and ensuring cleanliness before service.
- Took customer orders accurately and served food and beverages promptly.
- Assisted customers with inquiries, menu recommendations, and special requests.
- Processed payments and issued receipts correctly.
- Cleared, cleaned, and reset tables for continuous service flow.
- Coordinated with kitchen staff to ensure timely and accurate order delivery.
- Resolved customer concerns politely to ensure satisfaction.

EDUCATION

University of Ghana (Legon)

Bachelor of Arts (BA) – **Public Administration with Information Studies**
2025 – Present (*In Progress*)

Osudoku Senior High School, Accra

West African Senior High School Certificate (Home Economics)
2015 – 2018

Precious Junior High School

Basic Education Certificate Examination (BECE)
2015

LANGUAGES

- English
- Twi

REFERENCES

- **Mr. Ishmael Duah**
Human Resource Manager
Best Western Premier Hotel
0203970075
- **Mr. Khofi Adjei Kingsford**
Human Resource Officer
Polytex Industrial Company Limited
0556244194