

[LAETICIA NDUTIYE]

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Objective

Organized and efficient Environmental Supervisor with seven-year experience in the hotel and hospitality industry. Knowledgeable in areas related to staff management including scheduling, disciplinary matters and evaluation. Expertise in customer service and guest satisfaction.

Skills

- Excellent communication, coordination, and supervisory skills
- Skilled in ordering and maintaining cleaning supplies and cleaning equipment
- Skilled in maintaining daily operational records for management review
- Outstanding knowledge of cleaning procedures, cleaning agents, and safety rules for housekeeping
- Ability to investigate complaints and take necessary action
- Proficient in operating copier, printers, scanners, and fax machines

Education

- 2009- High School Diploma (General Education) Meadowbrook High School, Richmond, Virginia
- 2012 J Sargeant Reynolds Community College (Business Administration) Richmond, Virginia

Experience

VCU Health/Aramark

Environmental Services Supervisor

February 2019 – November 2020

- Oversee 250 to 260 beds in the hospital
- Responsible for day-to-day EVS operations. Ensuring that all hospital area is dust free, disinfect using the correct chemicals, provide excellent customer service, and making sure the patient needs are met with communicating in our daily clean.
- Leading the work activities of cleaning personnel in their assigned area
- Maintains a high standard of cleanliness and sanitation throughout the hospital

- Tours each assigned area of the hospital daily as directed, to observe cleaning crews at work and to determine that instructions and safety rules are followed
- Plans and facilitates trainings or programs to meet the educational needs of staff, including in-services
- Keeps leadership fully informed on the immediate condition of all assigned areas as it relates to staffing and cleanliness
- Responds to environmental emergency situations through knowledge of fire and disaster procedures.

Four Points by Sheraton

Housekeeper/ Supervisor

September 2018 – February 2019

- Led the housekeeping team and provided excellent employee relation by improving the departmental moral
- Ensure the room cleanliness were up to the QA standards
- Made the housekeeping department inventory orders
- Assisted in the month-end housekeeping inventory counts

Marriott Hotels

Housekeeper Inspector

2011 – September 2018

- Provided excellent customer service to diverse populations of guest who visit the hotel
- Ensure the rooms of the guest were thoroughly cleaned and prepped before the guest arrived
- Provide excellent cleaning service and changing of the linen of the guest while still residing in the hotel
- Assist management to develop different strategies in order to ensure the satisfaction of the guest
- Strictly followed regulations and procedures when using chemicals in order to clean the guest rooms
- Collect soiled linens for laundering and receives and stores linen supplies in linen closet
- Ensure that restrooms were cleaned and that the supplies within the bathroom were replenished

- Provide quality customer service to guest and ensure that all their needs of the guest are met