

# Victoria Ndlovu

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## Profile Summary

- As an experienced and reliable housekeeper with over 5 years of expertise in the hospitality industry, I am dedicated to providing exceptional service, maintaining the highest standards of cleanliness and organization. My skills include daily and deep cleaning, dusting, polishing and utilizing the best tools and methods of all cleaning tasks.

## Skills

- Attention to detail.
- Communication
- Customer Service
- Adherence to health and Safety codes
- Efficient and thorough
- Ability to work independently and in a team
- Stamina and physical endurance

## Experience

- TTR Events Hotel, Zimbabwe** Jan 2016 - Current  
Housekeeper
  - Performing a variety of cleaning activities such as sweeping, mopping, dusting, polishing to maintain a clean and orderly environment.
  - Ensuring strict adherence to health and safety regulations and protocols, particularly in settings such as hotel and resort lodges.
  - Collaborating with maintenance teams to ensure the efficient operation of cleaning equipment and reduce downtime.
  - Tailoring duties to the specific requirements of the workplace such as following strict checklist in commercial settings or adhering to specialized cleaning protocols in healthcare facilities.
  - Replacing used towels.
  - Cleaning public areas, like corridors and guest lounge.
  - Replenishing bath care products.
- Countryard Hotel, Zimbabwe** 2012 - 2015  
Room Attendant
  - Protecting equipment and make sure there are no inadequacies.
  - Reporting any technical issues and maintenance needs.
  - Address guest's queries eg on additional services.
  - Help guests retrieve lost items.
  - Ensuring all assigned rooms are clean and tidy by the end of the shift.
  - Following hotel security guidelines.

## Education

- E-Learning College** 04/2023  
Diploma in Hospitality Management
  - Conduct a service project on event management and customer service
- Institute of Commercial Management** 02/2011  
Certified in Hotel and Catering Supervision  
Completed coursework NVQ Level 2 Housekeeping

- **Townsend High School**  
High School Diploma
  - Graduated with Honors

02/2005-05/2009

## Reference

- Available upon request -