Joanne Pritchard

Floor Housekeeper

York 07700 900262 joanne.pritchard@example.com Early shifts, weekends and bank holidays

Profile

Hotel housekeeper with five years in a 120-room city hotel, the last two as floor housekeeper. Inspects about 40 rooms a shift against the hotel's checklist, allocates the work for six room attendants and keeps the floor's linen and guest supplies stocked. Trusted with master keys and quick to report faults. Looking for an assistant head housekeeper post in a larger hotel.

Experience

Floor Housekeeper, **The Linden Court Hotel, York** **2024–present**

- Allocate rooms to six room attendants each morning from the night's departures and stayovers.
- Inspect about 40 rooms a shift against the hotel's checklist before they are released to reception.
- Order linen, towels and guest supplies every week and count the floor stores.
- Log damage and maintenance faults and check each is fixed before the room is sold.
- Train new room attendants on beds, bathrooms and safe use of cleaning chemicals (COSHH).
- Pass guests' requests and complaints to the duty manager, with what has already been done.

Room Attendant, **The Linden Court Hotel, York** **2021–2024**

- Cleaned 14 to 16 rooms a shift: beds, linen and towels, bathrooms, minibars and amenities.
- Cleaned corridors and lifts, and took laundry to the linen room at the end of each floor.

Training and education

Level 2 Certificate in Hospitality and Catering Principles (Housekeeping), **York College of Further Education** **2023**

COSHH awareness **2024**

GCSEs including English and maths **2014**

Skills

- Room inspection to a checklist
- Daily room allocation for a team of six
- Linen and stock ordering
- Fault reporting on the hotel's property system
- Polite, quick help with guests' requests

Additional information

Can work early shifts, weekends and bank holidays. Holds master keys at the hotel.