MARY SMITH

2201 Washington Street Apt 34, Boston, MA 02119

617-542-1177

roomattendant2020@gmail.com

# SUMMARY

Experienced hotel housekeeper with excellent work ethic and solid work history in luxury hotels. Committed to providing individualized, respectful customer service. Friendly, calm, and dependable team player; fluent in English, Mandarin, and Cantonese.

# Experience

**Sheraton Boston Hotel, Boston, MA**

Room Attendant | June 2010 – March 2020

* Cleaned and reset 15 guest rooms per shift with a high attention to detail.
* Made beds, sanitized bathrooms, removed trash, dusted, vacuumed, replenished supplies, and performed all required duties to meet high cleanliness and quality standards of hotel.
* Organized and stocked cleaning cart and organized linen closets on assigned floors.
* Provided a warm and welcoming environment to each hotel guest, proudly representing the Sheraton brand.

**Homewood Suites, Boston, MA**

Housekeeper | July 2008 – June 2010

* Performed all housekeeping tasks including changing linens, vacuuming, cleaning bathrooms, and laundry.
* Promptly responded to guest requests and concerns to ensure complete guest satisfaction.

# EDUCATION AND CERTIFICATIONS

* English classes, BEST Hospitality Training, Boston, MA, 2018 to present.
* High School Degree, Don Ling High School, Tai Shan, China.

# Awards and Acknowledgements

* Awarded Employee of the Month, October 2019.
* Received acknowledgement on Tripadvisor, December 2018.