

Sophia Martinez

Room Attendant

CONTACT

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📍 New York, NY

EDUCATION

High School Diploma

New York Public High School, New York, NY | Graduated 2019

Housekeeping and Laundry Operations Certificate

American Hotel & Lodging Educational Institute, New York, NY | Issued May 2020

LANGUAGES

- Fluent in English and Spanish.
- Strong interpersonal and communication skills, helping to resolve guest concerns promptly.

PROFESSIONAL SUMMARY

Reliable room attendant with experience in maintaining cleanliness and providing excellent guest service in various hotel settings. Expertise in managing cleaning tasks efficiently while ensuring guest satisfaction.

EXPERIENCE

Room Attendant

2021 - Now

The Hilton Garden Inn, New York, NY

- Clean and maintain 15+ guest rooms per shift, consistently meeting Hilton's quality standards.
- Inspect rooms for maintenance issues, including plumbing, electrical, and HVAC, and report them promptly to the maintenance team.
- Provide guests with additional amenities, such as towels, linens, and toiletries, ensuring their satisfaction and comfort.
- Collaborate with housekeeping and front desk teams to ensure all rooms are serviced on time and according to guest preferences.

Room Attendant

2019 - 2020

Holiday Inn Express, New York, NY

- Cleaned guest rooms daily, including dusting, vacuuming, and polishing furniture, ensuring rooms were ready for check-in.
- Managed linen and toiletry supplies, ensuring stock levels were maintained and ordered as needed.
- Delivered excellent customer service by responding to guest requests and ensuring their needs were promptly addressed.
- Worked in a fast-paced environment, completing cleaning tasks on schedule while maintaining attention to detail.

SKILLS

Room cleaning



Bed making



Restroom sanitation



Time management



Laundry operations



Guest services



Inventory management



Attention to detail



Team collaboration

