

**Name : TSAFACK AFLODITE CLAUCINE**

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**Marital status : SINGLE**

**Nationality : CAMEROONIAN**

**Languages : ENGLISH, FRENCH**

**Visa Status : VISIT VISA**



**POSITION DESIRE: CLEANER**

### **CAREER OBJECTIVE**

Vested with excellent interpersonal skills, has immense experience in handling customers. Has strong organizational and communication skills, with the ability to independently handle customers at Hotels and restaurants. Will always endeavor to meet the expectations of employer and customers. Is now looking to work in an organization where his education, interpersonal skills and communication can be applied and improved on.

### **ACADEMIC QUALIFICATION**

- Higher national diploma
- Secondary School certificate

### **PERSONAL SKILLS AND ORGANISATION**

- Excellent communication skills in English and Arabic
- Physically strong, able to stand for long hours without any sign of fatigue
- Neat and have a good appearance, with an orientation in customer service.
- Keen to learn, develop and maintain up to date knowledge.
- Possess a lot of experience in the field of hospitality,
- Very creative
- Culturally sensitive with a vast knowledge of cross-cultural work experience and easy to adapt.

### **WORK EXPERIENCE**

**ESSOKA CLEANING SERVICES Jan 2020-July 2021**

**Position: Cleaning Supervisor**

- Supervising a group of 7 cleaners
- Ensuring Health and Safety guidelines are followed at all times
- Organising training sessions for staff
- Liaising with various stakeholders to organising jobs

- Ensuring domestic properties are left in excellent condition after a job
- Performing general Admin duties (phoning, filing, printing, etc)
- Implementing Health and Safety rules (e.g. display warning signs such as "wet surface" signs when appropriate)
- Locking rooms and the property is secure after the completion of the job

**Mountain Hotel Buea, Cameroon Jan 2017-Dec 2019**

**POSITION: Cleaner**

- Cleaning offices, toilets, kitchens, meeting rooms, main entrance, function hall, corridors and other facilities to a high standard
- Ensuring the workplace is clean and tidy for the following working day
- Dusting, Damp Wiping, Washing and Polishing of office furniture
- Vacuuming floors and carpets
- Sweeping and mopping floors
- Keeping reception area clean and tidy
- Replenishing hand soap, bin bags, toilet paper and tissues.
- Cleaning windows and frames
- Clearing waste and litter in appropriate bins
- Recycling office equipment no longer required
- General cleaning of all surfaces and areas
- Following health & safety guidelines when handling chemicals
- Reporting any issues to the Manager (when appropriate)
- Restocking items in vending machines
- Emptying bins (at least once every week)
- Cleaning the surrounding area of the premises free of litter and chewing gum

Reference on request