



## Dawson Ngandu

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### EXPERIENCE

**04- 2018 - 07- 2024**

**Community Technology Development Trust (CTDO) in Zimbabwe.**

Room Attendant

- o Performed thorough and sanitization of organisational rooms.
- o Tasks include making beds, dusting furniture, vacuuming carpets, and restocking amenities according to established standards and procedures.
- o Replaced used linens and towels with clean ones, whilst ensured proper folding and storage.
- o Adhered to SSG policies and procedures for handling and laundering linens and towels, whilst maintained cleanliness and hygiene standards.
- o Cleaned and disinfected bathroom fixtures, including sinks, toilets, showers, and bathtubs, to ensure a clean and sanitary environment for guests and residents.
- o Restocked bathroom amenities and supplies as needed.
- o Conducted regular inspections of guest rooms to identify any maintenance issues, damages, or deficiencies.
- o Reported findings to the Housekeeping Supervisor for resolution, ensuring prompt action to address any issues and maintain guest satisfaction.
- o Checked guest rooms for any lost items and reported them to the Housekeeping Supervisor.
- o Followed established procedures for handling lost and found items, whilst ensuring proper documentation and storage in accordance with SSG policies.
- o Interacted with guests and residents in a courteous and professional manner while performing duties in guest rooms.
- o Responded promptly to guest requests and inquiries, providing assistance and information as needed to enhance the guest experience.
- o Adhered to safety and compliance protocols, including proper handling of cleaning chemicals, with the use of personal protective equipment (PPE), and compliance with health and safety regulations.
- o Maintained a safe and hazard-free work environment at all times.
- o Collaborated effectively with other housekeeping staff and team members to ensure efficient and timely completion of tasks.
- o Supported colleagues as needed and contributed to a positive and productive work environment.

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### EDUCATION

- **Bindura University of Science Education**  
2014  
Bachelor's Degree in Business Studies in Human Resources Management  
Pass
- **Christian College of Southern Africa**  
2006  
Diploma in Project Planning and Management  
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### SKILLS

- Room Cleaning • House Keeping Room Attendant • Attendant facility Management • Hospitality Management

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### REFERENCE

- Provided Upon Request -