

**ELLY OMONDI OYOO**  
Tel: +97430378988  
Email: ellyomondi93@gmail.com

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Dear Hiring Manager,

**RE: JOB APPLICATION FOR THE POSITION OF A HOUSEKEEPING SUPERVISOR**

I am writing to express my interest in the Housekeeping Supervisor position at your enterprise. With over five years of hands-on leadership experience in both housekeeping and custodial supervision, I bring a comprehensive skill set and a strong work ethic that aligns well with your team's commitment to cleanliness, safety, and customer satisfaction.

Throughout my career, I have successfully managed teams in diverse environments, from commercial buildings to hospitality settings. I have overseen daily operations, conducted quality inspections, trained staff in best practices, and ensured compliance with health and safety standards. My dual background in both housekeeping and custodial management allows me to approach tasks with a balanced perspective—prioritizing not only excellence but also deep sanitation and facility maintenance.

I am highly organized, proactive, and passionate about creating clean, welcoming environments for staff and guests alike. Whether it's optimizing workflows, managing supplies, or responding quickly to issues, I take pride in maintaining high standards and leading by example.

I would welcome the opportunity to contribute my experience and dedication to your team. Thank you for considering my application.

Sincerely,

Elly Omondi Oyoo



Tel : +97430378988  
Email: ellyomondi93@gmail.com  
Nationality : Kenyan  
Current Address: Doha, Qatar

### CORE COMPETENCIES

- Staff supervision and team leadership
- Training and mentoring
- Good driving skills
- Conflict resolution
- Performance evaluation
- Time management
- Scheduling and shift planning
- Supply and inventory management
- Budget awareness
- Quality control inspections
- Vendor coordination
- Deep knowledge of cleaning procedures and equipment
- Floor care (stripping, waxing, buffing)
- Sanitation and disinfection techniques
- Waste management
- Interpersonal & Communication Skills
- Strong verbal and written communication
- Customer service and guest relations
- Team collaboration

### LANGUAGE SKILLS

- Proficiency in English and Kiswahili

### INTERESTS

- Travelling
- Sports

### REFEREES

I have over five years of work experience in the hospitality and service industry having worked as a Housekeeping and Custodian Supervisor. Details about my referees are readily available upon request.

# ELLY OMONDI OYOO

## Housekeeping Supervisor

### PROFILE STATEMENT

Dedicated and detail-oriented supervisory professional with over five years of combined experience in housekeeping and custodial management across diverse facility settings. Proven ability to lead, train, and motivate teams to uphold the highest standards of cleanliness, safety, and efficiency. Skilled in staff supervision, inventory control, scheduling, and compliance with health and safety regulations. Strong communication and organizational skills, with a commitment to maintaining pristine, welcoming environments that enhance client satisfaction and operational excellence.

### WORK EXPERIENCE

**Sept 2022 – Todate : Pandus Restaurant – Doha Qatar**

Position : Custodian Supervisor

#### Duties & Responsibilities

- Assign duties, monitor performance, and ensure proper staffing levels.
- Coordinate clean-up efforts for spills, floods, or other urgent situations.
- Create staffing schedules
- Ensure cleaning machines and tools are properly used and maintained.
- Hire new staff and recommend transfers, promotions and dismissals.
- Issue supplies and equipment to staff
- Keep records of cleaning schedules, inspections, incidents, and staff attendance.
- Make sure all safety guidelines are followed by custodial staff.
- Manage inventory and request cleaning materials and equipment as needed.
- Manage the inventory and order supplies
- Offer high-quality customer service
- Plan and adjust work schedules to ensure consistent coverage.
- Provide orientation and ongoing training in cleaning procedures and safety protocols.
- Regularly check buildings for cleanliness, safety, and maintenance issues.
- Report issues, suggest improvements, and provide updates on custodial operations.

**Jan 2020 – July 2021 : Chambai Hotel, Narok -Kenya**

Position : Housekeeping Supervisor

#### Duties & Responsibilities

- Work closely with front desk, maintenance, and management.
- Track and reorder cleaning supplies, linens, and toiletries.
- Teach cleaning techniques, safety procedures, and company policies.
- Step in to assist with cleaning during high demand or staff shortages.
- Respond to all guest questions and requests
- Respond promptly and ensure satisfaction.
- Oversee daily activities, assign tasks, and monitor performance.
- Organize shifts to maintain coverage and efficiency.
- Monitor adherence to health and safety regulations.
- Manage guest bookings and reservations
- Maintain a positive attitude and friendly demeanor
- Log room status, staff attendance, supply usage, and inspections.
- Keep a tidy and orderly workspace
- Greet all guest and assist them with check in and check out
- Ensure cleanliness and adherence to quality standards.
- Assist with administrative and clerical tasks as needed
- Answer and forward phone calls

### EDUCATION BACKGROUND

<b>2009 - 2013</b>	:	<b>Anester High School, Nakuru – Kenya</b>
Course	:	Kenya Secondary School Education
Award	:	High School Diploma

