



DENVER BORJA

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SUMMARY OF QUALIFICATIONS

I am a highly experienced Housekeeper, who can demonstrate exceptional attention to detail, speed and accuracy in anything I do. I am working in the hospitality industry for 15 years, and I rose through the ranks from which I have honed my customer service skills as well as anticipation on Housekeeping operational needs.

WORK EXPERIENCE

Housekeeping Supervisor-Rooms

November 2016 to present

Okada Manila

- Leads and supervises the floor's day-to-day housekeeping operations which include checking of due-outs VIP arrivals and stayover rooms following Forbes standard.
- Attends daily morning briefing at meeting room and cascades to the respective Room Attendants all the details of information pertaining to daily operations, occupancy, events and VIP guest arrival.
- Conducts regular inspection of all areas of responsibility to make sure instructions are carried out, comes up with expected results and ensures accepted standard of cleanliness, maintenance and sanitation.
- Inspect at least 30-40 rooms daily, random checking of Vacant-Clean/Inspected, Out of Order and Out of Service Rooms.
- Maintains discipline and high morale of staff through coaching, correcting mistakes and recommending disciplinary actions should staff fails to meet the service standards.
- Handles and resolves guests' complains or issues on respective floors.
- Creates Facility Maintenance reports for any defects, concerns or issues for rectifications.

December 2008 to October 2016

Lancaster Hotel Manila

Assistant Housekeeper (2015-2016)

- Prepares annual housekeeping budget and controls expenses of housekeeping department.

- Maintains clear and efficient communication and coordination with the Front Office and other departments of the hotel.
- Reviews third party service provider's (such as laundry and pest treatment) performance to ensure they provide hotel quality standard.

Housekeeping Supervisor (2010-2015)

- Checks and releases rooms
- Handling guest complains
- Checks supplies monthly inventory
- Keeps constant coordination with other departments

Housekeeping Room Attendant (2007-2010)

- Maintains over-all cleanliness of hotel rooms
- Handles guest concerns
- Reports maintenance issues to Maintenance and Engineering Department
- Properly tags lost and found items left by guests and endorse them to the Superior
- Complies with all safety and security policies in accordance with Hotel standards

EDUCATION

Bachelor of Science in Electrical Engineering

Lyceum of the Philippines
1996 - 2000 (undergraduate)

SKILLS

- Strong customer service skills
- Time Management
- Problem Solving
- Leadership
- Multitasking
- Attention to detail
- Interpersonal Skills
- Microsoft Office
- Expert in cleaning materials and machine
- Knowledgeable in electrical, plumbing and automotive

TRAINING AND SEMINARS

Curriculum for Housekeeping Room Attendant

Training for Excellence Corporation of the Philippines
Erechem Bldg., Legaspi Village, Makati City, Philippines
August - October 2006

Automotive

Don Bosco Technology Institute
Pasong Tamo, Makati City
2002-2003

PERSONAL INFORMATION

Civil Status: Married
Birthday: October 31, 1979
Height: 5'6"
Weight: 80kgs.

CHARACTER REFERENCE

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