

# JOAN MORTEL BOJOCAN

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10091 Chalan Pale Arnold San Roque, Northern Marianas Island, Saipan



ROOM ATTENDANT / HOUSEKEEPING ATTENDANT

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## OBJECTIVE SUMMARY

I am a hardworking overseas Filipino worker with more than 10 years of experience working in my home country and currently working in another country as a room attendant in Kensington Hotel in Saipan. Utilizing all the knowledge and skills I have gained in performing the assigned task to me and contribute to the continued success of the hotel in exceeding the customer satisfaction of guest.

## HIGH EDUCATION

### BACHELOR OF SECONDARY EDUCATION MAJOR IN ENGLISH

Philippine Christian University  
| Manila, Philippines  
06/1999 – 05/2004

## SKILLS & EXPERTISE

- Professional
- Communication Organization
- Adaptability
- Customer Service Team Work
- Time Management
- Technical
- Cleaning
- Dusting
- Restocking Supplies Bed Making
- Vacuuming
- Housekeeping

## TESDA CERTIFICATE

- Housekeeping NC2 certification

## LANGAUGE

- ENGLISH
- FILIPINO

## WORK HISTORY

### ROOM ATTENDANT

May 2023 - Present

Kensington Hotel  
| Northern Marianas Island, Saipan

- Change bed linen and make beds
- Replace used towels
- Sweep and mop floors
- Vacuum carpets
- Dust furniture
- Replenish bath care products (e.g. soap and shampoo)
- Restock beverages and food items in the mini-bar
- Clean public areas, like corridors
- Report any technical issues and maintenance needs
- Address guests' queries (e.g. on additional services)
- Help guests retrieve lost items
- Ensure all assigned rooms are clean and tidy by the end of the shift

### HOUSEKEEPING ATTENDANT

January 2013 - May 2023

Solaire Resort and Casino  
| Philippines

- Checking rooms for supplies and restocking items like toilet paper or soap
- Maintaining regular communication with other housekeeper attendants and management
- Preventing cross-contamination within the guests' room and throughout the building
- Greeting guests and responding to their concerns or questions
- Sweeping, vacuuming, and mopping floors regularly
- Dusting and polishing furniture and other items in the room
- Maintaining a clean, stocked, and organized housekeeping cart
- Changing sheets, pillowcases, and blankets