

# JULIETTE MOREAU

## HOUSEKEEPER

### CONTACT

- 04 78 123 456
- juliette.moreau@email.com
- 45 Greenhill Rd, Wynnum, QLD
- Driver License

### PROFILE SUMMARY

Dedicated housekeeper with 5 years of experience in hospitality and residential cleaning. Skilled in maintaining cleanliness, organizing spaces, and managing laundry. Experienced in both hotel and private household settings, ensuring guest satisfaction and high hygiene standards. Strong attention to detail and ability to follow safety protocols. Available to start immediately.

### EDUCATION

2022  
SYDNEY HOSPITALITY INSTITUTE

- Housekeeping Training Program

2017  
LYCÉE TRINITÉ, PARIS

- High School Diplomat in Hospitality

### CERTIFICATIONS

- Housekeeping Certificate – NSW – July 2023
- WHS Workplace Health & Safety Training – NSW – August 2023
- First Aid & CPR Certificate – NSW – September 2023
- Manual Handling Training – NSW – October 2023

### LANGUAGES

- English: Fluent
- French: Native

### WORK EXPERIENCE

Ocean Breeze Resort  
Housekeeper

January 2025 - Present

- Cleaned and organized guest rooms, ensuring all areas were sanitized and stocked with essential amenities.
- Managed laundry services, including washing, folding, and organizing linens for guest use.
- Sanitized bathrooms, including sinks, showers, and toilets, to maintain hygiene standards.
- Provided exceptional customer service by responding to guest requests for extra items and special accommodations.
- Maintained a detailed inventory of cleaning supplies and requested reorders as necessary.
- Removed trash and disposed of waste following health and safety regulations.

Sydney Grand Hotel  
Cleaner

March 2024 - December 2024

- Performed general cleaning duties including sweeping, mopping, and vacuuming floors across residential and commercial properties.
- Cleaned and sanitized bathrooms, kitchens, and common areas to ensure compliance with hygiene and safety standards.
- Managed cleaning supplies, keeping track of inventory and restocking when necessary.
- Assisted with deep cleaning projects, including window washing and carpet cleaning.
- Ensured all areas were free from dust, debris, and other hazards, providing a safe environment.
- Followed specific client cleaning requests to ensure satisfaction with services provided.

## SKILLS

- Room & Public Area Cleaning
- Laundry & Linen Management
- Time Management & Efficiency
- Guest & Staff Communication
- Safe Handling of Cleaning Products
- Attention to Detail
- Workplace Health & Safety (WHS)
- Inventory Management
- Training & Supervision of Staff

## REFERENCES

### Phillipe Dutiers

Manager, Ocean Breeze Resort

☎ 04 56 789 123

✉ phillipe.dutiers@email.com

### Sabine Cousin

Hotel Supervisor, Hôtel Le Beau Rivage

☎ +33 6 45 78 90 12

✉ sabine.cousin@email.com

### Patrice Renard

Private Client, Paris

☎ +33 5 67 89 12 34

✉ p.renard@email.com

### Hôtel Le Beau Rivage

June 2023 - January 2024

#### Housekeeper

- Cleaned and prepared rooms for guest arrivals, ensuring that every room was immaculate and welcoming.
- Maintained high cleanliness standards in public areas such as lobbies, hallways, and dining rooms.
- Assisted in laundry management, sorting and ironing linens for resort use.
- Followed detailed cleaning protocols for sanitizing bathrooms, kitchens, and guest areas.
- Provided guests with additional amenities, such as towels or toiletries, ensuring a comfortable stay.
- Worked collaboratively with the housekeeping team to meet daily room cleaning quotas.

### Private Households

April 2020 - May 2023

#### Residential Cleaner

- Delivered cleaning services for private homes, including dusting, vacuuming, and maintaining overall cleanliness of living areas.
- Cleaned kitchens and bathrooms, ensuring appliances, countertops, and fixtures were sanitized and in good condition.
- Managed waste removal and recycling, maintaining a clutter-free environment.
- Worked independently to follow a customized cleaning checklist to meet client preferences.
- Assisted with organizing personal items and arranging spaces for a more streamlined look.
- Reported any damage or maintenance needs to homeowners for follow-up action.

### Holiday Inn Paris

January 2018 - March 2020

#### Cleaner

- Cleaned and maintained guest rooms, ensuring all areas met cleanliness standards before guest check-in.
- Worked in public areas of the hotel, including lobbies and dining spaces, ensuring cleanliness and tidiness throughout.
- Sanitized and replenished bathrooms with toiletries, towels, and fresh linens.
- Maintained a high standard of cleanliness while managing time effectively to meet housekeeping quotas.
- Assisted in laundry duties, including folding and ironing linens for hotel use.