

Melissa Horton

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My name is Melissa Horton, and I am a passionate and dedicated professional with a background in customer service and housekeeping. I am a motivated self-starter who can work efficiently alone or as a part of a team. With a flexible schedule, reliability, and excellent interpersonal skills, I am open to contributing to any team.

Authorized to work in the US for any employer

Work Experience

Guest Room Attendant

Golden Nugget Las Vegas - Las Vegas, NV

October 2023 to December 2023

- Checks in at the assigned offices in respective tower to receive keys and assignment prior to starting shift.
- Fulfills department standards of preparing a maximum of 15 credits per shift.
- Checks rooms and notes repair needs prior to releasing room for future occupancy (doesn't release deficient rooms).
- Treats guests with courtesy and respect.
- Must be appropriately groomed and wears the uniform provided in accordance with departmental specifications.
- Turns in all items found in guest halls or left in check out rooms in a timely manner.
- Becomes familiar with all Housekeeping terminology and abbreviations.
- Observes all safety precautions as instructed.
- Clean rooms according to procedures stated in the department guidelines (completing the department standard of preparing a maximum of 15 credits) except grave shift which is assigned tasks requiring immediate attention.
- Complete turn down service as assigned (on swing shift only).
- Obtain needed cleaning supplies (i.e., brush, brass polish, etc.) from linen lockers
- Responsible for signing in and out for keys prior to starting shift and going home.
- May be required to use small step stool to reach high areas of assigned cleaning.
- At the end of shift, turn in keys, supplies, and signed computer assignment sheet to the appropriate locations.

Guest Room Attendant

Caesars Palace LV - Las Vegas, NV

June 2022 to September 2022

- Clean guestrooms including duties such as making bed(s), vacuuming, emptying trash, wiping down or dusting all surfaces
- Clean bathrooms by scrubbing basins, bathtubs, shower walls and doors, toilets, and tile floors with damp rags and proper chemicals when applicable
- Report unusual room conditions or rooms in need of repair

- Complete all duties in accordance with the room classification checklist
- Perform other job-related duties as requested

Guest Room Attendant

Virgin Hotels - Las Vegas, NV

December 2021 to February 2022

Clean checkouts thoroughly and replenish toiletries/amenities

Clean/disinfect and replenish toiletries/amenities in stay overs

Operate iPad to navigate through assignments

Keep cart clean and neat

Assist guest with any needs they may have.

Assist with the main quarters of the hotel.

Temporary EVS Housekeeping

BOLT STAFFING / San Joaquin General Hospital - Stockton, CA

July 2021 to August 2021

Clean, Disinfect, and Sanitize Emergency room including Triage , Trauma, Offices , Bathrooms, Lobbies, and Waiting room

housekeeper

Oakmont Senior Living - Alameda, CA

December 2019 to April 2020

- Clean guestrooms including duties such as making bed(s), vacuuming, emptying trash, wiping down or dusting all surfaces
- Clean bathrooms by scrubbing basins, bathtubs, shower walls and doors, toilets, and tile floors with damp rags and proper chemicals when applicable
- Report unusual room conditions or rooms in need of repair
- Complete all duties in accordance with the room classification checklist
- Perform other job-related duties as requested

Housekeeping Supervisor/Receptionist

Fruitvale HealthCare Center - Oakland, CA

September 2017 to February 2019

- Inspect level of cleanliness and report issues to the management
- Assist in scheduling of staffs according to projected staffing requirements
- Respond to resident requests and complaints
- Report needed repairs to the maintenance staff
- Oversee housekeeping staff to maintain cleanliness of individual rooms and other areas
- Coordinate supplies of linen etc. to maintain sufficiency
- Report lost and found articles
- Maintain linen carts and supplies as necessary
- Answering, screening, and forwarding calls
- Welcoming visitors and accompanying them to specific locations
- give directions and manage the flow of traffic in the office
- maintain a high level of customer service

Housekeeper

Sunrise Senior Living - Walnut Creek, CA

February 2014 to November 2016

- Clean guestrooms including duties such as making bed(s), vacuuming, emptying trash, wiping down or dusting all surfaces
- Clean bathrooms by scrubbing basins, bathtubs, shower walls and doors, toilets, and tile floors with damp rags and proper chemicals when applicable
- Report unusual room conditions or rooms in need of repair
- Complete all duties in accordance with the room classification checklist
- Perform other job-related duties as requested

Seasonal Merchandiser/ Sorter

Thrift Town - San Leandro, CA

November 2013 to January 2014

Housekeeper

LAFAYETTE PARK HOTEL & SPA - Lafayette, CA

January 2010 to March 2013

- Clean guestrooms including duties such as making bed(s), vacuuming, emptying trash, wiping down or dusting all surfaces
- Replenish all guest amenities and information folders as needed
- Clean bathrooms by scrubbing basins, bathtubs, shower walls and doors, toilets, and tile floors with damp rags and proper chemicals when applicable
- Replenish all amenities such as ashtrays, soaps and tissues
- Place clean bathmats on tubs and/or shower doors and clean towels on towel racks
- Report unusual room conditions or rooms in need of repair
- Complete all duties in accordance with the room classification checklist
- Perform other job-related duties as requested

Merchandiser/ Assembly Line Worker

Canteen Vending Services - Antioch, CA

August 2009 to December 2009

Cashier/ Sales Associate

Susie's Deals - Pittsburg, CA

July 2008 to July 2009

US)

Respond quickly and resourcefully customer requests or concerns

- Use suggestive selling techniques to increase sales
- Giving information to customers about products
- Upselling and making recommendations to customers
- Carry out re-merchandising, display, and price markdown duties
- Accurately completing cash register transactions
- Receive deliveries
- Represent the store in a professional and positive manner
- Create and maintain long- term relationships with regular customers
- Take care of the customers' needs while following company procedures
- Open and closing the store
- Participate in physical inventory counts
- Adhering to store retail policies and procedures

Education

Associate in Arts (AA) in Psychology

San Joaquin Delta College

Present

High school or equivalent

Gateway High School - Bay Point, CA

June 2008

Skills

- Customer Service Skills (10+ years)
- Houskeeping (5 years)
- Hospital (Less than 1 year)
- Housekeeping Supervisor (Less than 1 year)
- Janitorial (5 years)
- Customer Care
- Customer Service
- Climbing
- Food Safety
- Upselling
- Childcare
- Housekeeping Management
- Merchandising
- Filing
- Typing
- Cash handling
- Customer service
- Hotel experience
- Supervising experience
- Cleaning
- Communication skills

Certifications and Licenses

Driver's License

Additional Information

- Able to engage and communicate with customers
- Superb people and sales skills

- Customer Service experience in a retail environment
- Knowledge and experience in using computer systems
- Communicating effectively and professionally
- Can work at a sustained pace and produce quality work
- Highly enthusiastic individual who has a strong desire and commitment to achieve both personal and professional goals
- High Energy levels
- Physically fit and capable of repetitive bending, prolonged standing, twisting, stooping, squatting, and climbing
- Willing to take ownership of my problems
- Dependable and trustworthy
- Willing to work days, nights, and or weekends
- Punctual