Hannah Kowalski

Public Area Attendant

Public Area Attendant with 1.5 years in a 900-room Nashville convention hotel, covering 2 lobbies, 14 restrooms and 60,000 square feet of meeting space. Experienced in restroom sanitation, floor care, glass cleaning and chemical handling. Understands daily hotel operations and emergency procedures, and answers guest questions with courteous customer service.

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Experience

Public Area Attendant

Riverfront Convention Hotel • Nashville, TN

05/2025 - Present

Full-time housekeeping role covering lobbies, restrooms, elevators and convention halls.

- Maintain **14** public restrooms on an hourly rotation, logging each check on the posted sheet.
- Operate auto-scrubbers and burnishers for floor care across 60,000 square feet of lobby and ballroom space.
- Handle glass cleaning on doors, elevators and brass rails 3 times a shift so arrival areas stay smudge-free.
- Set up 8 meeting rooms between sessions on heavy convention days, often in 20-minute turnarounds.
- Respond to spills within 5 minutes using wet floor signs, following emergency procedures with zero guest slips.

Sales Associate

Opry Mills Outfitters • Nashville, TN • 08/2023 - 04/2025

Part-time retail job during high school and after graduation.

- Supported 100+ shoppers a shift on the floor and at the register with accurate sales and returns.
- Organized fitting rooms and floor sets after each rush, recovering the sales floor in under 30 minutes.
- Processed weekly shipments of **600** units and tagged items for the Saturday floor reset.

Skills

Restroom Sanitation

Floor Care , Glass Cleaning

Chemical Handling

Daily Hotel Operations

Emergency Procedures

Meeting Room Setup

Customer Service

Multitasking

Education

High School Diploma

McGavock High School

Nashville, TN

05/2024

General Studies