Keisha Brooks

Room Attendant

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Summary

Room Attendant with 1.5 years at a 420-room Orlando resort, turning 15 checkout and stayover rooms a shift to brand standard. Skilled in guest room cleaning, bed making and chemical safety, and answers guest requests with friendly customer service. Works weekends and holidays and brings attention to detail and steady time management to every room.

Experience

Room Attendant

Lakeview Grand Resort — Orlando, FL — 04/2025 - Present

Full-time housekeeping role at a 420-room family resort near the theme parks.

- Complete **15** checkout and stayover rooms per shift, handling bed making, linen changes and bathroom sanitizing.
- Earn a 96% average on supervisor room inspections over 12 months against the resort's 40-point checklist.
- Respond to about 8 guest requests a shift for towels, cribs and amenities, delivering each within 15 minutes.
- Record lost and found items and radio maintenance issues to the desk, closing 30+ work orders a month.
- Organize housekeeping carts and amenity par levels before each shift, saving about 20 minutes of supply trips.

Crew Member

Pine Hills Diner — Orlando, FL — 06/2023 - 03/2025

Part-time job during high school and after graduation.

- Processed 150+ customer orders per lunch rush at the counter and drive-thru with accurate change.
- Maintained dining tables, restrooms and prep stations on a 30-minute sanitizing rotation, passing 4 health inspections.
- Trained **5** new crew members on closing checklists and safe use of degreasers and floor cleaners.

Education

High School Diploma

Evans High School

General Studies

Orlando, FL

05/2024

Skills

Guest Room Cleaning	Bed Making	Linen Changes	Chemical Safety
Lost and Found	Housekeeping Carts	Customer Service	Attention to Detail
Time Management			

Certificates

Certified Guest Room Attendant (CGRA)

American Hotel & Lodging Educational Institute

09/2025