

**J O S E P H S M I T H**  
C L E A N E R

0115 9123456 | JOESMITH@GMAIL.COM

I am an experienced, hard-working cleaner who takes a lot of care and pride in my work. I am thorough with very good attention to detail and, having worked in this role for more than 10 years, I have excellent knowledge of surfaces and the appropriate choice of cleaning products (including COSHH knowledge). I am a friendly person that works well with others and in my current position I supervise a small team of 3 junior cleaners. This experience has helped me develop great communication and organisational skills. All of my employers will confirm without hesitation that I am a reliable, punctual and trustworthy individual. I am looking for a full time nearer to my home address and I am very flexible on hours.

**W O R K H I S T O R Y**

Cleaner/Supervisor May 2016 – June 2017  
CASTLE VIEW GROUP, NOTTINGHAM

Working in a very large mixed use building, I am responsible both for cleaning and for supervising three junior team members. Our team responsibilities including cleaning the offices, shop floors, warehouse and accountant building to a very high standard. I organise the rota and ensure daily cleaning schedules are adhered to. Additionally, I provide training and feedback to other team members. I also conduct risk assessments and provide regular health and safety training.

Cleaner April 2014 – April 2016  
VILLAGE THE HOTEL CLUB, NOTTINGHAM

In this sparkling venue, the emphasis was on creating a real 'wow' factor of cleanliness. I delivered daily and periodic cleaning services in accordance with an agreed routine, and in line with company policies and procedures. I dealt with complaints which did happen from time-to-time as one guest would sometimes dirty an area and another would discover it before the cleaning team. These were always dealt with positively and politely, and resolved quickly. I was given extensive training in leisure-related health and safety and operating requirements which I followed meticulously.

Cleaner April 2009 – March 2013  
ABC LEARNING TRUST, NOTTINGHAM

My duties here were largely cleaning a variety of rooms including classrooms, labs, workshops, food tech rooms, offices, toilets, hallways and corridors in line with a daily schedule, and in accordance with health and safety standards. A full DBS was conducted for this role.

## Q U A L I F I C A T I O N S

Risk assessment for slips and trips, back pain & working at height  
HSE TRAINING Jan 2016

Level 2 Award in COSHH Risk Assessment  
BRITSAFE TRAINING Jan 2015

Level 2 Award in Principles of COSHH  
BRITSAFE TRAINING Jan 2014

GCSEs  
NEW COLLEGE, NOTTINGHAM Jun 2008

8 GCSEs including English (C) and Maths (B).

## S K I L L S

- Ability to conduct risk assessments for a range of health and safety matters including COSHH (hazardous substances)
- Ability to train and supervise junior team members
- Ability to prepare rotas and cleaning schedules
- Ability to provide health and safety training
- Ability to handle customer complaints politely and swiftly
- Friendly personality with good communication and teamwork skills – able to get on with people of all ages and backgrounds

## I N T E R E S T S

When I'm not at work, I enjoy walks in the countryside with my dog and spending time with my three grown-up children. I also like to swim at my local pool two or three times a week to help me stay fit and healthy. At the weekends I sometimes fit in a round of golf or on a sunny day, I take my cycle to the local trails and enjoy racing through the woods with the other local cyclists.

## R E F E R E N C E S

Available from current and past positions on request.

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