

Student Name : Dilema Fernandes

Student Id: 2434640

Lecture's Name: Ibrahim Rufai

Module Code: LCLM4005

Module Name: Employability and Career Development

Component 1: Job Interview

ISS Facility Services

3.53.5 out of 5 stars

Birmingham B1 1RS

£13.60 an hour – Permanent

Dear Mr Hiring Manager

I wish to apply for the role of _cleaning supervisor, currently being advertised on Indeed. Please find enclosed my CV for your consideration.

As you can see from my attached CV, I have over 5 years' experience in the role of cleaning and supervising in different experience in the industry, and I believe you will find my background a strong fit for your organisation needs. Currently, in my role at M@S, I have developed expertise in communication skills, problem solving skills, excellent customer service skills, a team player who works well with colleagues and customers and can work under pressure.

during this time make me the right/perfect candidate for the role.

In my current role as a cleaner at M@S, I have been responsible for maintain stock level of cleaning product, cleaning and maintenance of all storage area to the required standard, keeping the store clean and tidy, serving customer's needs, following health and safety guideline.

All of this, coupled with my enthusiasm and dedication, excellent customer service skills and able to work effectively on my own initiative. And possess strong critical thinking, gained in proactive in problem solving skills committed to mainlining high standard of hygiene and cleanliness,

has helped me to build strong leadership skills.

I am confident that I can bring this level of success with me to your organisation and help to build upon their reputation as supervisor. With my previous experience and expertise, I believe my contribution will have enough experience to make me the right candidate for the role.

Thank you for considering my application. I look forward to the possibility of discussing how my skills and experiences align with the needs of your organisation.

Yours sincerely/Yours faithfully,
Dilema Fernandes

CV

SUMMARY

Experienced, self-motivated and reliable in cleaning with over 5 years of extensive experience, maintaining cleanliness in large office spaces and hotels. Excel in team environment and working independently, demonstrating initiative and proactive problem-solving skills, committed to maintaining high standard hygiene and cleanliness while prioritising environmentally friendly methods in all my work.

SKILLS

I T skills: Microsoft 365 incl: word, Excel, PowerPoint.

Active listening skills

Confident in 3 languages

Trained on Health & Safety, safeguarding, manual handling.

WORK EXPERIENCE

2025-2026 present M&S cleaner

Cleaning business settings and premises

Following health & safety guidelines

2021-2025 ABM cleaning supervisor

Cleaning business settings and premises

Following infection control procedures

Maintain stock levels of cleaning products

2019-2021 Housekeeping at Hotel Indigo

Changing bedding

Maintain high standard in rooms.

Cleaning and maintains of all storage are, public area and employee area to the required standard.

EDUCATION AND QUALIFICATION

2024 Health and safety training, manual handling

General Certificate of secondary education GOA INDIA

1991-1984 Botany qualification, Carmel college GOA INDIA

Hobbies and Interest

Cooking, music, travelling