



MICHAEL ANDERSON

SENIOR CLEANING SUPERVISOR

PROFILE

Accomplished Deep Cleaning Technician with extensive experience in the hospitality industry, specializing in maintaining pristine environments in hotels and resorts. Expertise in executing high-standard cleaning protocols that enhance guest satisfaction and uphold brand reputation. Known for a meticulous approach to cleaning, utilizing the latest techniques and equipment to achieve superior results.

EXPERIENCE

SENIOR CLEANING SUPERVISOR

LuxuryStay Hotels

2016 - Present

- Oversaw deep cleaning operations across multiple hotel properties, ensuring adherence to luxury standards.
- Coordinated with housekeeping teams to schedule deep cleaning without disrupting guest services.
- Implemented quality control measures to maintain high levels of cleanliness and safety.
- Directed training sessions for new staff on advanced cleaning techniques and equipment usage.
- Managed supply orders, ensuring availability of high-quality cleaning products.
- Responded to guest feedback promptly, addressing concerns with effective solutions.

DEEP CLEANING TECHNICIAN

ShineBright Cleaning Services

2014 - 2016

- Performed deep cleaning tasks in guest rooms, lobbies, and dining areas, ensuring exceptional cleanliness.
- Utilized specialized equipment for carpet and upholstery cleaning to enhance guest experiences.
- Collaborated with management to develop cleaning schedules that optimized workforce efficiency.
- Maintained thorough documentation of cleaning activities for audits and inspections.
- Engaged in continuous training to stay updated with industry best practices.
- Participated in safety drills to reinforce emergency response protocols.

CONTACT

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SKILLS

- hospitality cleaning
- quality control
- team coordination
- guest relations
- training and development
- compliance management

LANGUAGES

- English
- Spanish
- French

EDUCATION

DIPLOMA IN HOSPITALITY
MANAGEMENT, STATE UNIVERSITY

ACHIEVEMENTS

- Achieved a 95% guest satisfaction rating in cleanliness surveys.
- Recognized for leading a team that reduced cleaning times by 30% without compromising quality.
- Received commendation from management for outstanding service during peak seasons.