



MICHAEL ANDERSON

Housekeeping Manager

Proficient and service-oriented Hospitality Associate with a focus on housekeeping management and quality assurance. Noteworthy for implementing best practices in cleanliness and organizational standards within hotel environments. Skilled in supervising housekeeping teams and ensuring compliance with health and safety regulations. Proven ability to enhance guest satisfaction through meticulous attention to detail and a commitment to excellence.

CONTACT

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- San Francisco, CA

EDUCATION

Diploma in Hospitality Management

School of Hospitality Excellence
2016-2020

SKILLS

- housekeeping management
- quality assurance
- staff training
- inventory management
- guest service
- operational efficiency

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Housekeeping Manager

2020-2023

Luxury Suites

- Supervised a team of housekeepers, ensuring adherence to cleanliness standards.
- Developed training programs focused on hygiene and customer service.
- Conducted regular inspections of guest rooms and public areas.
- Managed inventory of cleaning supplies and equipment to maintain operational efficiency.
- Implemented a new scheduling system that improved staff productivity by 20%.
- Collaborated with front desk and maintenance teams to address guest concerns.

Housekeeper

2019-2020

Comfort Inn

- Executed daily cleaning and maintenance of guest rooms and common areas.
- Ensured all cleaning tasks met company standards and guest expectations.
- Reported maintenance issues to management for prompt resolution.
- Assisted in training new housekeeping staff on cleaning procedures.
- Maintained inventory of cleaning supplies and requested replenishments as needed.
- Received commendation from management for outstanding service.

ACHIEVEMENTS

- Awarded 'Best Housekeeping Team' by the National Hospitality Awards.
- Improved guest satisfaction scores related to cleanliness by 25%.
- Successfully implemented a green cleaning initiative that reduced chemical use.