



MICHAEL ANDERSON

HOUSEKEEPING SUPERVISOR

PROFILE

Distinguished housekeeping professional with extensive experience in maintaining and enhancing the cleanliness and organization of luxury accommodations and private residences. Demonstrated expertise in implementing rigorous cleaning standards and protocols that ensure guest satisfaction and comfort. Adept at managing cleaning teams, fostering a culture of excellence, and ensuring compliance with health and safety regulations.

EXPERIENCE

HOUSEKEEPING SUPERVISOR

Elite Hotel Group

2016 - Present

- Oversaw housekeeping operations for a 300-room luxury hotel, ensuring compliance with brand standards.
- Trained and mentored a team of 15 housekeepers, resulting in improved service delivery.
- Conducted regular inspections and audits to maintain cleanliness and presentation standards.
- Managed supply orders and inventory, achieving a 10% reduction in costs through effective budgeting.
- Collaborated with the maintenance team to address facility issues promptly.
- Developed and implemented a guest feedback program to enhance service quality.

HOUSEKEEPER

Private Residence of CEO

2014 - 2016

- Executed daily cleaning and maintenance of a high-profile residence, ensuring a pristine environment.
- Utilized specialized cleaning techniques to preserve fine furnishings and artwork.
- Managed laundry and wardrobe care for high-value garments.
- Coordinated with vendors for specialized cleaning services and maintenance.
- Implemented a detailed inventory system for cleaning supplies and household items.
- Maintained confidentiality and discretion at all times while servicing the household.

CONTACT

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- San Francisco, CA

SKILLS

- luxury cleaning
- team leadership
- operational management
- inventory control
- guest relations
- eco-conscious practices

LANGUAGES

- English
- Spanish
- French

EDUCATION

DIPLOMA IN HOSPITALITY
MANAGEMENT, CITY COLLEGE, 2015

ACHIEVEMENTS

- Awarded Employee of the Month for three consecutive months in 2022 for exceptional service.
- Improved guest satisfaction scores by 25% through enhanced cleaning protocols.
- Successfully implemented a green cleaning initiative that reduced waste by 20%.