



 (555) 234-5678

 michael.anderson@email.com

 San Francisco, CA

 www.michaelanderson.com

SKILLS

- housekeeping management
- team development
- customer service
- quality assurance
- audit compliance
- eco-friendly cleaning

EDUCATION

ASSOCIATE DEGREE IN BUSINESS MANAGEMENT, COMMUNITY COLLEGE, 2016

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Achieved a 90% satisfaction rate in customer feedback surveys at Green Tree Inn.
- Recognized for developing an innovative training program that improved staff performance.
- Increased repeat client rates by 40% through exceptional service delivery.

Michael Anderson

HOUSEKEEPING MANAGER

Dedicated and reliable housekeeper with extensive experience in maintaining the cleanliness and organization of various environments, ranging from private residences to commercial facilities. Skilled in executing cleaning tasks efficiently while adhering to strict safety and hygiene standards. Known for a strong work ethic and commitment to delivering high-quality service, fostering positive relationships with clients through trust and reliability.

EXPERIENCE

HOUSEKEEPING MANAGER

Green Tree Inn

2016 - Present

- Oversaw daily housekeeping operations in a mid-sized hotel, ensuring high standards of cleanliness.
- Managed a team of 12 housekeepers, providing training and performance evaluations.
- Coordinated with the maintenance department to resolve issues affecting cleanliness.
- Developed cleaning protocols that improved efficiency and reduced costs.
- Handled guest complaints with professionalism, ensuring satisfactory resolutions.
- Conducted regular audits of cleaning procedures to maintain quality assurance.

HOUSEKEEPER

Home Sweet Home Services

2014 - 2016

- Executed thorough cleaning tasks in residential properties, adhering to client specifications.
- Managed laundry duties, including delicate fabric care and organization.
- Ensured the use of environmentally friendly cleaning products to promote health.
- Maintained detailed records of cleaning schedules and supplies.
- Provided exceptional customer service, resulting in repeat business and referrals.
- Participated in community service initiatives related to cleaning and maintenance.