



MICHAEL ANDERSON

Housekeeping Manager

San Francisco, CA • (555) 234-5678 • michael.anderson@email.com • www.michaelanderson.com

SUMMARY

Exemplifying an unwavering commitment to excellence, a Housekeeping Executive is instrumental in orchestrating seamless operations within hospitality environments. With extensive expertise in managing housekeeping departments, this professional excels at implementing innovative cleaning protocols and optimizing staff efficiency. A strategic thinker with a proven ability to enhance guest satisfaction through meticulous attention to detail and superior service delivery.

WORK EXPERIENCE

Housekeeping Manager **Luxury Hotel Group**

Jan 2023 - Present

- Directed daily housekeeping operations across 300+ guest rooms.
- Implemented a new training program that improved staff efficiency by 20%.
- Utilized inventory management systems to reduce supply costs by 15%.
- Ensured compliance with health and safety regulations through regular audits.
- Collaborated with other departments to enhance overall guest satisfaction scores.
- Developed and executed cleaning protocols that increased guest ratings for cleanliness.

Senior Housekeeping Supervisor **Grand Resort & Spa**

Jan 2020 - Dec 2022

- Oversaw a team of 25 housekeeping staff in a high-volume resort setting.
 - Introduced eco-friendly cleaning products, reducing environmental impact.
 - Monitored and maintained equipment, ensuring operational efficiency.
 - Conducted performance evaluations and provided constructive feedback.
 - Enhanced guest feedback mechanisms to identify service improvement areas.
 - Managed scheduling and staffing to optimize labor costs and service levels.
-

EDUCATION

Bachelor of Science in Hospitality Management, **University of Florida**

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** team leadership, operational management, budget control, training and development, cleaning technology, guest relations
- **Awards/Activities:** Achieved a 95% guest satisfaction rating in cleanliness for three consecutive years.
- **Awards/Activities:** Recognized as Employee of the Year for outstanding leadership and service.
- **Awards/Activities:** Successfully reduced overtime costs by 30% through efficient scheduling.
- **Languages:** English, Spanish, French