



MICHAEL ANDERSON

HEAD OF HOUSEKEEPING

PROFILE

Demonstrating unparalleled dedication to cleanliness and operational excellence, a Housekeeping Executive is pivotal in maintaining the highest standards of hygiene within hospitality venues. This professional brings forth a wealth of experience in managing diverse teams and implementing innovative cleaning practices that enhance guest experiences. With a keen eye for detail and a proactive approach to problem-solving, this executive excels at ensuring compliance with industry standards and regulations.

EXPERIENCE

HEAD OF HOUSEKEEPING

Premier Inn

2016 - Present

- Led a team of 50+ housekeeping personnel across multiple properties.
- Established training protocols that elevated service delivery standards.
- Implemented a digital inventory system to streamline supply management.
- Conducted quarterly training workshops focusing on customer service excellence.
- Developed strategic cleaning schedules that optimized operational efficiency.
- Maintained compliance with health and safety guidelines through regular inspections.

HOUSEKEEPING COORDINATOR

Hilton Hotels

2014 - 2016

- Supported the housekeeping department in scheduling and training staff.
- Monitored inventory levels and coordinated supply orders to ensure availability.
- Assisted in implementing green cleaning initiatives to enhance sustainability.
- Facilitated communication between housekeeping and front desk to improve guest services.
- Conducted room inspections to ensure adherence to quality standards.
- Contributed to the development of a comprehensive housekeeping manual.

CONTACT

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SKILLS

- strategic planning
- team development
- quality assurance
- supply chain management
- customer service
- sustainability practices

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF BUSINESS
ADMINISTRATION, CORNELL
UNIVERSITY

ACHIEVEMENTS

- Increased overall guest satisfaction scores by 15% through targeted improvements.
- Developed a staff recognition program that reduced turnover by 25%.
- Successfully led a project that reduced cleaning time per room by 20%.