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EXPERTISE SKILLS

- operations management
- staff training
- budget management
- guest relations
- cleaning protocols
- performance improvement

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Arts in Hospitality Management, University of Nevada

REFERENCES

John Smith

Senior Manager, Tech Corp
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Sarah Johnson

Director, Innovation Labs
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Michael Brown

VP Engineering, Solutions Inc
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MICHAEL ANDERSON

DIRECTOR OF HOUSEKEEPING

With an unwavering commitment to operational excellence, a Housekeeping Executive embodies the essence of superior service within the hospitality industry. This individual possesses a rich background in leading housekeeping teams, adeptly managing resources to ensure the highest standards of cleanliness and guest satisfaction. A visionary leader, this professional is skilled in developing and implementing innovative cleaning strategies that not only enhance operational efficiency but also contribute to sustainability initiatives.

PROFESSIONAL EXPERIENCE

Marriott International

Mar 2018 - Present

Director of Housekeeping

- Oversaw housekeeping operations for a flagship property with 400 rooms.
- Implemented a comprehensive training program that enhanced staff productivity.
- Utilized advanced cleaning technologies to improve service delivery.
- Managed departmental budgets, achieving a 10% reduction in costs.
- Conducted regular performance reviews to ensure team accountability.
- Collaborated with maintenance teams to ensure timely repairs and upgrades.

Ritz-Carlton

Dec 2015 - Jan 2018

Housekeeping Supervisor

- Supervised a team of 30 housekeeping staff, ensuring high standards of service.
- Developed cleaning schedules that optimized room turnover rates.
- Facilitated guest feedback sessions to identify areas for improvement.
- Trained staff on the use of eco-friendly cleaning products.
- Coordinated with front office staff to enhance guest service delivery.
- Maintained inventory control to ensure adequate supply levels.

ACHIEVEMENTS

- Achieved a 98% guest satisfaction rating for cleanliness during tenure.
- Recognized with the Excellence in Service Award for outstanding leadership.
- Implemented systems that reduced cleaning costs by 15% annually.