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SKILLS

- team leadership
- operational strategy
- budget management
- guest engagement
- training programs
- compliance

EDUCATION

**BACHELOR OF SCIENCE IN HOSPITALITY
MANAGEMENT, MICHIGAN STATE
UNIVERSITY**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Achieved a 99% guest satisfaction rating for cleanliness and service.
- Received the Leadership Excellence Award for outstanding performance.
- Implemented cost-saving measures that reduced expenses by 12% annually.

Michael Anderson

SENIOR HOUSEKEEPING MANAGER

With an unwavering focus on achieving operational excellence, a Housekeeping Executive exemplifies the highest standards of cleanliness and guest satisfaction within the hospitality sector. This individual has cultivated a comprehensive skill set, encompassing effective team management, strategic planning, and a commitment to continuous improvement. A results-driven leader, this executive is adept at developing and implementing innovative cleaning protocols that enhance guest experiences while optimizing operational efficiencies.

EXPERIENCE

SENIOR HOUSEKEEPING MANAGER

Four Seasons Hotels

2016 - Present

- Directed housekeeping operations for multiple luxury properties.
- Implemented a comprehensive training program that improved service quality.
- Developed cleaning protocols that reduced turnaround times by 25%.
- Monitored and managed departmental budgets effectively.
- Conducted regular audits to ensure compliance with safety standards.
- Enhanced guest service satisfaction through targeted feedback initiatives.

HOUSEKEEPING SUPERVISOR

Wyndham Hotels

2014 - 2016

- Supervised daily operations of the housekeeping department.
- Trained new staff on cleaning protocols and safety regulations.
- Maintained inventory levels and ordered supplies as needed.
- Conducted inspections to ensure cleanliness and quality standards.
- Collaborated with front desk to address guest inquiries and requests.
- Developed a recognition program to motivate team performance.