

MICHAEL ANDERSON

Housekeeping Director

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Exemplifying a strong commitment to operational excellence and guest satisfaction, a Housekeeping Executive brings a wealth of experience in managing housekeeping operations within the hospitality sector. This professional excels at implementing innovative cleaning practices and optimizing team performance to ensure the highest standards of cleanliness. A strategic thinker, this executive is adept at analyzing operational metrics and driving continuous improvement initiatives that enhance efficiency and reduce costs.

WORK EXPERIENCE

Housekeeping Director | Accor Hotels

Jan 2022 – Present

- Directed housekeeping operations across multiple locations, enhancing consistency.
- Implemented advanced cleaning technologies to improve service efficiency.
- Conducted training sessions that improved staff performance by 30%.
- Managed budgets effectively, achieving significant cost reductions.
- Ensured compliance with safety and cleanliness standards through regular audits.
- Collaborated with marketing to enhance brand reputation through cleanliness initiatives.

Assistant Housekeeping Manager | Best Western

Jul 2019 – Dec 2021

- Assisted in managing daily housekeeping operations for a mid-range hotel.
- Trained staff on cleaning protocols and guest service expectations.
- Maintained inventory levels and facilitated supply orders.
- Conducted inspections to ensure quality and safety compliance.
- Implemented guest feedback systems to enhance service delivery.
- Coordinated with maintenance for timely repairs and upkeep.

SKILLS

operational management

team leadership

budget control

guest satisfaction

cleaning technology

sustainability

EDUCATION

Bachelor of Arts in Hospitality Management

2015 – 2019

California State University

ACHIEVEMENTS

- Achieved a 99% guest satisfaction rating for cleanliness and service.
- Recognized for innovative cleaning initiatives with the Service Excellence Award.
- Implemented cost-saving measures that reduced expenses by 20% annually.

LANGUAGES

English

Spanish

French