



MICHAEL ANDERSON

Housekeeping Manager

Diligent and organized Housekeeping Manager with over 8 years of experience in maintaining high standards of cleanliness and guest service in a variety of hospitality settings. Demonstrates expertise in operational management, staff training, and guest relations, ensuring that all areas meet rigorous cleanliness and safety standards. Proven ability to lead teams effectively and implement process improvements that enhance service delivery.

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Science in Hospitality Management

Florida State University
2014

SKILLS

- Operational Management
- Team Leadership
- Customer Service
- Training and Development
- Inventory Management
- Quality Assurance

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Housekeeping Manager

2020-2023

Cityscape Hotel

- Managed housekeeping operations for a 140-room city hotel, ensuring compliance with cleanliness standards.
- Developed and implemented a staff training program that improved service quality.
- Monitored cleaning schedules and ensured timely completion of room turnovers.
- Handled guest complaints and resolved issues to enhance satisfaction.
- Coordinated with maintenance to address facility needs promptly.
- Maintained inventory records and ordered supplies as needed, optimizing costs.

Housekeeping Team Leader

2019-2020

Coastal Inn

- Led a team of 15 housekeeping staff, ensuring high standards of cleanliness and service.
- Conducted daily inspections of guest rooms and common areas.
- Facilitated training sessions on cleaning procedures and customer service.
- Monitored inventory levels and coordinated supply orders effectively.
- Developed positive relationships with guests, addressing their needs and concerns.
- Implemented a recognition program that boosted team morale and performance.

ACHIEVEMENTS

- Recognized for achieving a 90% guest satisfaction rating during peak seasons.
- Successfully implemented a staff recognition program that reduced turnover rates.
- Improved operational efficiency through process enhancements, resulting in cost savings.