

MICHAEL ANDERSON

Housekeeping Manager

- San Francisco, CA
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Proactive Housekeeping Manager with a rich background spanning over 10 years in the hotel industry, renowned for exceptional organizational skills and a commitment to excellence. Expertise in leading housekeeping teams to achieve and maintain high standards of cleanliness and guest satisfaction. Skilled in managing multiple priorities while ensuring compliance with health and safety standards.

WORK EXPERIENCE

Housekeeping Manager | Royal Plaza Hotel

Jan 2022 – Present

- Directed housekeeping operations for a 180-room luxury hotel, ensuring adherence to corporate standards.
- Implemented a new training program that improved staff efficiency and service quality.
- Conducted regular inspections of guest rooms and public areas to ensure optimal cleanliness.
- Managed relationships with suppliers to secure quality cleaning products.
- Oversaw budget management, achieving a 10% reduction in operational costs.
- Addressed guest inquiries and complaints promptly, enhancing overall satisfaction.

Assistant Housekeeping Manager | Bayview Hotel

Jul 2019 – Dec 2021

- Assisted in managing a team of 20 housekeeping staff, focusing on training and development.
- Maintained inventory control and ordered supplies to optimize costs.
- Conducted regular staff meetings to align team objectives with hotel goals.
- Implemented a performance tracking system to monitor staff productivity.
- Resolved guest issues effectively, contributing to improved satisfaction scores.
- Collaborated with management to enhance operational processes and service delivery.

SKILLS

Organizational Skills

Team Management

Quality Control

Customer Satisfaction

Budget Management

Training Development

EDUCATION

Bachelor of Science in Hotel Management

2010

University of Houston

ACHIEVEMENTS

- Achieved a 98% cleanliness rating during annual inspections.
- Recognized for implementing cost-saving measures that improved overall profitability.
- Improved guest feedback ratings significantly through enhanced service delivery.

LANGUAGES

English

Spanish

French