



MICHAEL ANDERSON

Senior Housekeeper

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SUMMARY

Distinguished Senior Housekeeper with over a decade of extensive experience in high-end hospitality environments, adept at delivering impeccable cleanliness standards and fostering a welcoming atmosphere. Proven expertise in managing housekeeping operations, ensuring compliance with health and safety regulations, and leading a team of dedicated professionals. Demonstrates exceptional attention to detail and organizational skills, optimizing workflows and enhancing guest satisfaction.

WORK EXPERIENCE

Senior Housekeeper **Luxury Hotel Group**

Jan 2023 - Present

- Oversaw daily housekeeping operations across a 250-room luxury facility.
- Managed a team of 15 housekeeping staff, conducting regular training sessions.
- Implemented a new inventory management system that reduced supply costs by 20%.
- Ensured compliance with health and safety standards through rigorous inspections.
- Developed and maintained positive relationships with guests to enhance satisfaction.
- Collaborated with the maintenance department to address facility issues promptly.

Housekeeping Supervisor **Premier Resort**

Jan 2020 - Dec 2022

- Led a team of 10 in maintaining cleanliness and order in guest rooms and common areas.
 - Conducted performance evaluations and provided feedback to staff regularly.
 - Implemented eco-friendly cleaning practices that improved sustainability ratings.
 - Managed scheduling and staffing needs to ensure optimal coverage.
 - Coordinated with front desk to address guest requests and special needs.
 - Maintained accurate records of inventory and supplies for efficient operations.
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EDUCATION

Bachelor of Science in Hospitality Management, **University of Hospitality, 2011**

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** team leadership, inventory management, guest relations, health and safety compliance, staff training, operational efficiency
- **Awards/Activities:** Received 'Employee of the Year' award for outstanding service in 2018.
- **Awards/Activities:** Increased guest satisfaction scores by 15% through enhanced cleaning protocols.
- **Awards/Activities:** Successfully reduced operational costs by 25% through strategic vendor negotiations.
- **Languages:** English, Spanish, French