

Marie Smith
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Profile

Dedicated housekeeper with over six years of experience cleaning and managing housekeeping staff in five-star hotels. Created new best practices to improve customer service and online reviews. Simultaneously reduced cleaning waste and implemented use of green cleaning solutions to improve the hotel's reputation.

Professional Experience

Executive Housekeeper, River Run Hotel, San Antonio, TX

January 2016 - June 2020

- Managed team of 12 housekeepers to efficiently and impeccably clean guest rooms in a 250-room, five-star hotel
- Cleaned hotel rooms between guest stays and lessened completion time by eight minutes per room while maintaining highest standards of cleaning

Housekeeper, Best Housekeepers, San Antonio, TX

January 2014 - December 2015

- Promoted from housekeeper to head housekeeper in 50-room hotel in first four months of hire
- Cleaned 20 rooms per shift, including sanitizing bathrooms, living rooms and kitchenettes in guest suites
- Improved bed-making practices and added whimsically folded towels, resulting in 20% increase in positive online reviews

Education

Housekeeping Certificate Course

International Executive Housekeepers Association, December 2012 - December 2013

High School Diploma, 3.8 GPA

One Town High School, San Antonio, TX August 2008 - May 2012

Skills

- Attention to detail
- Bathroom cleaning including grout, mildew and soap scum
- Carpet cleaning
- Deep cleaning
- Furniture and upholstery cleaning
- Management
- Steam cleaning
- Strong customer service skills

Certifications

Certified Executive Housekeeper