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|  | Ottilia Szasz Hungary, Budapest | +36205060152  linkedin.com/in/ottiliaszasz │ ottifodor@gmail.com  Personal Details:  date of birth | place of birth | nationality  gender | civil status |  |

##### Executive Housekeeper

**Housekeeping & Cleaning | Hospitality Management | Team Leadership**

Dependable, reliable, and highly focused expert with extensive years of international experience overseeing housekeeping and cleaning operations for various hotels and cruise lines. Confident and sensible professional, utilising knowledge and skills gained through a long career to manage up to 95 staff members, deliver a high standard of customer services, and ensure utmost cleanliness. Skilled in promoting a healthy and safe environment for all guests. Possess outstanding communication, leadership, problem-solving, and decision-making skills.

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| * Operations Management * Guest Satisfaction * Strategic Planning | * Relationship Building * Problem Solving * Time Management | * Staff Development & Training * Budgeting & Forecasting * Performance Management |

# Professional Experience

**Meeru Island Resort & Spa,** Maldives 2018 – Present

***Executive Housekeeper***

Provide complete oversight for all the functions of the housekeeping and laundry department. Administer the budget and support in the financial planning of two departments. Foster a collaborative work environment, whilst focusing on the growth and professional development of team members.

* Leveraged superior leadership traits whilst guiding a team of 95 staff members with the sole responsibility to manage 284 villas.
* Drafted a new housekeeping manual in-line with the post-COVID-19 health regulations.

**The Grove Resort,** Bahrain 2017 – 2018

***Executive Housekeeper***

Tasked with maintaining villas and apartments upon the arrival of the guests to ensure a pleasant experience. Purchased all the necessary housekeeping equipment and machinery. Recruited, mentored, and trained the housekeeping team, comprising of highly talented members. Contributed efforts and shared experience during the designing of the resort´s staff uniforms.

* Assembled an entire housekeeping team of 55 staff during the pre-opening.
* Developed housekeeping manual and defined SOP in compliance with the Health and Safety standards.

**Budapest Marriott Hotel,** Budapest, Hungary 2013 – 2017

***Budapest Marriott Hotel***

Oversaw day-to-day housekeeping and laundry operations. Contributed efforts towards hotel growth by taking part in the launching of new products and services. Ensured to maintain the highest level of cleanliness at all guest and backstage areas.

* Recruited as a member of Europe Rooms Operations Discipline Advisory Board for the year 2015/2016.
* Successfully led a team of 105 staff, supervising a total of 384 guest rooms.
* Accomplished 90% in Brand Standard Audit and high GSS ratings in room cleanliness.

**Seabourn Cruise Line,** Seattle, WA, USA 2010 – 2013

***Executive Housekeeper***

Held responsibility for up-keeping 106 guest suites along with guest and crew areas up to the highest standards. Administered efficient working of all housekeeping department at all times, while ensuring compliance with all operational standards and hotel regulations.

* Improved skills of 27 staff members through training and professional development.
* Commended by the senior management for creating a hygienic and safe hotel environment.

**Additional Experience:**

**Housekeeping Manager** | Disney Cruise Line - Orlando, FL, USA | 2005 - 2010

**Cabin Stewardess**| Disney Cruise Line - Orlando, FL, USA | 2001 - 2005

# Education

**Bachelor's Degree in Social Science**, University of Babes Bolyai, Cluj, Romania

# Training

**Walt Disney Co. Management Training |** Disney Cruise Line

**Leading Excellence Training |** Seabourn Cruise Line

**Marriott Core Manager Training's |** Budapest Marriott Hotel

**Public Speaking Course |** Budapest Speak Academy

**On Job Skills Workshop |** Maldives Train the Trainer

# Languages

**English**

**Hungarian**

**Romanian**