

Marie Smith

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PROFILE

An Executive Housekeeper with eight years of experience delivering quality cleaning services and managing housekeeping teams for five-star hotels. A proven track record of identifying opportunities to enhance operational workflows and improve guest satisfaction scores.

PROFESSIONAL EXPERIENCE

Executive Housekeeper

River Run Hotel, San Antonio, TX | January 2016 - Present

- ◆ Manage a team of 12 housekeepers to efficiently clean suites in a 250-room, five-star hotel, coordinate with the front desk to resolve guest issues, and contribute to a 98% guest satisfaction rating
- Implement new operational workflows and schedules to reduce completion time for cleaning assignments by eight minutes per room while maintaining five-star quality standards
- Identify opportunities to reduce cleaning waste and lead the implementation of green cleaning solutions to minimize safety risks and support the hotel's reputation as an environmentally conscious organization

Housekeeper

Best Housekeepers, San Antonio, TX | January 2014-December 2015

- Achieved a promotion from housekeeper to head housekeeper in 100-room hotel within the first four months by providing impeccable service to guests and completing assignments ahead of schedule
- Cleaned 20 rooms per shift, sanitized bathrooms, living rooms, kitchenettes, and surfaces in guest suites, polished furnishings, and ensured compliance with hotel quality standards
- Improved bed-making practices, added artfully folded towels to enhance room presentation, which contributed to a 10% increase in guest satisfaction scores

EDUCATION

Housekeeping Certificate Course

International Housekeepers Association, December 2012-December 2013

High School Diploma, 3.8 GPA

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

KEY SKILLS

- ◆ Housekeeping
- ◆ Commercial Cleaning
- Deep Cleaning
- Customer Service
- Furniture and Upholstery Cleaning

CERTIFICATIONS

- ◆ Certified Executive Housekeeper