

Eugene Justice

Housekeeping manager - Hilton

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Eugene-Justice/e6dd487923496932](https://www.indeed.com/r/Eugene-Justice/e6dd487923496932)

Dedicated manager with a strong work ethic and the ability to lead and build a strong team.

I'm a great leader who leads by example

I'm a great motivator who knows how to get the employees to perform at their maximum potential.

I have a passion to provide exceptional customer service

Experienced manager with a progressive growth in a supervisor or manager roll.

WORK EXPERIENCE

Housekeeping manager

Hilton - Wilmington, DE - June 2014 to Present

Responsible for the entire operation of the housekeeping department including laundry.

Key accomplishments: successfully managed and turned around a dysfunctional housekeeping staff. Was able to bring cleanliness scores to brand standard. Was able to create a hostile free and team oriented environment.

Management/administration: Able to schedule according to occupancy while controlling labor cost.

Take inventory and order equipment and housekeeping supplies based on budget.

Strong organizational skills

Able to multi task

Perform employee evaluations and appraisals

Coach, train and develop

Conflict resolution skills

Communicate effectively

Able to work well with other members of management

Supervisor/Training: recruited, hired, supervised and motivated staff up to 30 employees

Trained staff in service skills to enhance customer service scores

EDUCATION

N/A in Liberal arts

kemper Jr college - Booneville, MS

1987 to 1997