

Robert Dickson

West Deptford, NJ - Email me on Indeed: [indeed.com/r/Robert-Dickson/a4b55f97bfb0f84b](https://www.indeed.com/r/Robert-Dickson/a4b55f97bfb0f84b)

I have strong housekeeping and front of the house experience. My work history and education have provided me the opportunity to work in several environments including hotels, long term care facilities, educational institutions and acute care hospitals/trauma facilities. I have led large teams of professionals in both Union and non Union environments alike. My goal is to move the company as well as myself forward and achieve personal and professional growth.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Associate Director of Housekeeping

Revel Hotel and Casino - July 2012 to September 2014

Responsibilities

Was hired as a lead executive level leader as part of the opening team at Revel. One of two Assistant Directors in Atlantic City's premiere Hotel and Casino. Responsible for all hiring of new staff, discipline of employees and training of twenty housekeeping supervisors. Ensured all employees final punch results were correct before submission to payroll. authorized to bring all supply and general contractors in for Revel ordering.

Accomplishments

Directly responsible for hiring the housekeeping staff. Determined what areas of the hotel each staff member worked to utilize strengths and trained to help individuals with areas of weakness. Trained supervisors on new housekeeping system utilizing state of the art iPad housekeeping system.

Skills Used

Leadership skills and the ability to adjust to over 250 individual personalities on a daily basis.

Director of Rooms

Fitzpatrick Hotel Group - 2011 to 2012

Responsibilities

Responsible for all housekeeping, laundry, front office and bellman duties. Oversaw all ordering and training in all departments.

Accomplishments

Streamlined check in and check out procedure at the front desk. Instituted a seven step room cleaning procedure to ensure all housekeeping professionals were cleaning rooms in a consistent fashion. Worked alongside two of the strongest unions to get all new operations approved by the General Manager and union management. All line level employees accepted the changes and embraced all new ideas as trust was earned and given.

Skills Used

Prior knowledge of housekeeping operations was used to update an antiquated housekeeping department. Having a positive attitude helped in an extraordinary way to get all front desk changes accepted by staff and the overall treatment with respect was embraced by all line level staff.

Director of Overnight Operations

Four Seasons Hotels - Philadelphia, PA - 2006 to 2008

Responsibilities

Worked as the Director of Overnight Operations. Responsible for preparing all reports for next business day, all guest concerns both hotel and room service, restaurant. All front desk training is done on the overnight. Was responsible for an outside contractor for all housekeeping duties in first impression areas to include the beautiful lobby, front desk area and all corridors on ground level. All back of the house corridors as well.. All communication to department heads that included direct guest issues was reported by me to the department head and copied to the Director of Rooms, Food and Beverage, engineering and the General Manager. As communication is the most important necessity in the service industry.

Accomplishments

Totally revamped the cleaning routine on the overnight. Ensured the supervisor for the contractor made rounds twice nightly with me to be sure work was completed and new assignments could be measured upon inspection of nightly duties.

Skills Used

Mainly used past experience and leadership skills as well as communication to ensure all goals were reached.

Director of Housekeeping

Congress Hall Hotel and Resort - Cape May, NJ - 2003 to 2006

Responsibilities

Managed all housekeeping and laundry operations for Congress Hall, New Jersey's only five star hotel. Worked as Assistant General Manager and Manager on Duty when needed directly responsible for ordering all supplies to include bedding, towels for both hotel and pool.

Accomplishments

Instituted a seven step room cleaning procedure which was imperative as staff changed yearly. All staff were J-1 visa employees from other countries. Provided a 24 hour laundry operation to ensure no back up of any Linen. Ensured all payroll was complete on a weekly basis.

Skills Used

Had to be on the top of your game as I was in a resort environment and the speed of the resort was never slow. A 12 hour work day, 6 day work week was expected for those 4 months per year.

Assistant Director of Housekeeping

UNICCO @ University of Pennsylvania - Philadelphia, PA - 2001 to 2003

Responsibilities

Responsible for all housekeeping duties at the University of Pennsylvania. Ensured all supervisors duties were explained and carried out nightly. All clock in and out procedures were also monitored at the end of my shift and forwarded to payroll. Communicated any complaints by UofP staff members to ensure all expectations were met and exceeded.

Housekeeping Shift Manager

Aramark at The University of Maryland Medical Systems - Baltimore, MD - 1999 to 2001

Responsibilities

Housekeeping shift manager at Aramark's premiere account. Trained all staff members in each department within the housekeeping department. Inspected 20 operating suites on a nightly basis to ensure total sanitary environment is upheld. Lead a team of professional in the intense Shock Trauma facility, a level IV trauma center.

Accomplishments

Lead over 100 employees on a nightly basis and worked with a demanding Union to ensure management and union were working as a team.

Director of Environmental Services

Greenbriar Nursing and Rehabilitation Center - Deptford, NJ - 1996 to 1999

Responsibilities

Lead a team of housekeeping and laundry professionals. Created a seven step room cleaning procedure to ensure all housekeepers are cleaning in the same manor. This ensures all rooms and areas have total continuity and makes for a streamlined inspection process. Understood and was part of 4 state inspections and was responsible for all JCAHO accreditations.

Accomplishments

Revamped an antiquated laundry facility and process. Was responsible for the process of procuring capital funds to purchase all new equipment and choose a contractor to ensure the work was done quickly and by the government specs.

EDUCATION

Bachelor's in Business Administration

Rowan University - Glassboro, NJ

1994 to 1998

MILITARY SERVICE

Service Country: US

Branch: U.S.Army

Rank: E-4

April 1991 to February 1994

Assigned to the 10th Mountain Division. Served on two major deployments including combat detachment to Somalia , Africa. Attached to the 2nd Ranger Battalion and was part of what later became known as Black Hawk Down. Also served in South Florida during Hurricane Andrew. Provided security and helped to r establish a calm and reassuring sense of life as we know it.

GROUPS

Zeta Phi Epsilon

September 1990 to May 1991

Pledged Zeta Phi Epsilon at Bloomfield College.