

Vanessa Lopez

Housekeeping Supervisor

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Vanessa-Lopez/373329c82aee95dd](https://www.indeed.com/r/Vanessa-Lopez/373329c82aee95dd)

Authorized to work in the US for any employer

WORK EXPERIENCE

Housekeeping Supervisor

Holiday Inn Bensalem-Philadelphia-Parx - Bensalem, PA - 2015 to 2016

Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.

- Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
- Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.
- Coordinates work activities among departments.
- Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
- Inventories stock to ensure adequate supplies.
- Evaluates records to forecast department personnel requirements.
- Makes recommendations to improve service and ensure more efficient operation.
- Prepares reports concerning room occupancy, payroll, and department expenses.
- Selects and purchases new furnishings.
- Performs cleaning duties in cases of emergency or staff shortage.
- Examines building to determine need for repairs or replacement of furniture or equipment, and makes recommendations to management.
- Attends staff meetings to discuss company policies and patrons' complaints.
- Issues supplies and equipment to workers.
- Establishes standards and procedures for work of housekeeping staff.
- Advises manager, desk clerk, or admitting personnel of rooms ready for occupancy.
- Records data regarding work assignments, personnel actions, and time cards, and prepares periodic reports.
- Screens job applicants, hires new employees, and recommends promotions, transfers, and dismissals.

Housekeeping Supervisor

Holiday Inn Lansdale - Lansdale, PA - 2014 to 2015

Deputize and supervise the housekeeping department along with the head housekeeper.

- Allocate bedrooms to be cleaned by the room attendant and check cleaned bedrooms to make sure they meet the core standard of cleaning.
- Check bedrooms for maintenance - attention to details and presentation to meet guest satisfaction

Housekeeper

Courtyard Marriott - Bensalem, PA - 2013 to 2015

Clean rooms, lounges, lobbies, bathrooms and hallways

- Vacuum and wash carpets and rugs
- Empty wastepaper baskets and ashtrays
- Transport trash to waste disposal equipment
- Dust and polish wooden surfaces and furniture

- Replace light bulbs and repair fixtures
- Replenish bathroom and mini bar supplies

CNA - Certified Nursing Assistant

Tandem Healthcare - Jacksonville, FL - 2011 to 2013

Jacksonville, FL

CNA 2011- 2013

- Personal care functions including:
- Bathing (bed, tub, shower or sponge bath)
- Skin Care
- Toileting (bedpan, urinal, commode and/or toilet)
- Grooming (shampoo, nailcare & shaving)
- Oral Hygiene (denture care)
- Assist with dressing and undressing
- Assists with feeding of residents.
- Measuring and recording intake and output.
- Weigh residents using upright, chair and bed scale.
- Assists in turning and positioning of residents.
- Proper transfer techniques.
- Demonstrates appropriate knowledge for safe use of medical equipment (cane, crutches, walkers, Hoyer Lift, side rails, brace, splints, oxygen)
- Helps keep residents' rooms clean and supplied.

Staffing Coordinator

Tandem Healthcare - Jacksonville, FL - 2003 to 2011

Maintain staffing operations across the board

- Obtain daily staff requests and fill them efficiently
- Uphold accurate system for tracking staff over a variety of shifts
- Coordinate staff to meet the organization's requirements
- Monitor overtime accumulation and attendance of employees
- Assist the human resource department with interviews and orientations
- Provide facility tours to newly hired employees
- Track a document all in service training sessions
- Conduct competency checks on new and existing employees
- Maintain schedules for rotating staff
- Secure coverage for vacancy shifts
- Work with the payroll manager to verify payroll accuracy
- Process employee vacation requests

EDUCATION

Certification

PNA Nursing School

2003 to 2004

Edison Thomas High School

1999 to 2003

ADDITIONAL INFORMATION

SKILLS: Proficient and competent in the following programs: Opera, PMS, PBX Operation, Microsoft Office. Adobe, Contingency Reporting, MOD, Reporting, Labor Analysis, Payroll