

# J D' Agostino

## Director of Housekeeping

Philadelphia, PA - Email me on Indeed: [indeed.com/r/J-D'-Agostino/a31bddcccf57ebc8](https://www.indeed.com/r/J-D'-Agostino/a31bddcccf57ebc8)

### WORK EXPERIENCE

#### Director of Housekeeping

The Donovan a Kimpton Hotel - Washington, DC - December 2014 to March 2016

1.8 point YOY increase of overall housekeeping department scores weighted by Market Metrix

Highest YOY whole hotel guest satisfaction score increase over all Kimptons as weighted by Market Metrix

Instrumental in assisting hotel gain a TripAdvisor ranking of #39 in 2015 up from #52 in 2014 out of 138 hotels in Washington DC

Managed and oversaw entire hotel mattress replacement capital project

Effectively scheduled, oversaw, managed, and communicated to housekeeping team including room attendants,

turndown attendants, house-persons, and laundry attendants

Maintained monthly operating checkbooks and employee productivity, while keeping spending within budget

#### Facilities Operations Manager

Kimpton Hotels & Restaurants - April 2011 to December 2014

Ordered all operating supplies and equipment for new Kimpton properties as well as hotels transitioning to the Kimpton brand

Implemented and consulted on new brand programs such as yoga program, frequent guest program collateral, and the company wide bike program

Managed and executed transition and pre-opening budgets up to 2 million dollars.

Built and sustained significant vendor relationships which has led to company-wide savings when placing new products into our hotels

Implemented and trained on all facilities programs including housekeeping efficiencies, incident management, and guest experience standards, while focusing on established property goals

Supported all opening housekeeping teams by training both upper management and line-level staff on Kimpton standards while focusing on consistency throughout the brand

Task-forced throughout the country as Director of Housekeeping while upholding various ownership financial expectations

#### Assistant Director of Housekeeping

Hotel Marlowe, a Kimpton Hotel - Boston, MA - September 2010 to May 2011

Effectively scheduled, oversaw, managed, and communicated to housekeeping team including room attendants,

turndown attendants, house-persons, and overnight attendants

Scheduled weekly, monthly, and quarterly projects including window cleaning, carpet cleaning and shampooing while negotiating competitive contracts to keep operating costs down

Maintained monthly operating checkbooks and employee productivity, while keeping spending within budget

Worked closely with front office and engineering teams to provide a high quality product to hotel guests, resulting in the highest guest satisfaction scores within the company

#### Housekeeping Manager

Onyx Hotel a Kimpton Hotel - Boston, MA - February 2010 to September 2010

**Front Office Manager**

- June 2009 to February 2010

Directly responsible for front office operations including front desk, concierge, and bell/valet associates  
Prepared, scheduled, and delegated associates for business flow based upon transient and group business  
with focus on group service needs and patterns

Reported guest satisfaction scores on weekly and monthly basis to executive committee and hotel managers.

Primary contact for guest complaints which included contacting guests and ensuring complete  
satisfaction and resolution within a 48-hour time frame

**Front Desk Manager**

Hotel Marlowe, a Kimpton Hotel - Boston, MA - October 2008 to June 2009

**Guest Service Agent**

- May 2008 to October 2008

**Concierge**

- May 2007 to May 2008

**EDUCATION****Bachelor of Science in Sports Management**

Endicott College

May 2008

**ADDITIONAL INFORMATION****Skills**

Property Management Systems: Eptome, Opera

Food and Beverage Point of Sales: Aloha

JDE for invoice and expense report processing

Timeclock Software: eTime Time clock, M3/Timesaver

Guest Incident Software: CRM, HotSOS