

# Samara Peace

## Housekeeping Manager

Sharon Hill, PA - Email me on Indeed: [indeed.com/r/Samara-Peace/ee9d9757c8a45eb5](https://www.indeed.com/r/Samara-Peace/ee9d9757c8a45eb5)

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Housekeeping Manager

Marriott Courtyard Springfield - December 2013 to November 2015

- Participate in the Hotel's Manager on Duty program; being in charge of managing hotel entirely: Front Desk, Engineering, Bistro, and Housekeeping.
- Controlled departmental expenses, budget also profits and lost.
- Observe, monitor, and develop staff performance to ensure efficient operations and adherence to policies and procedures. Coach and counsel associates as needed.
- Prepare weekly schedules for Lobby attendants, Guestroom attendants, Laundry attendants and Housemen based upon occupancy ensuring it fits the needs of the hotel.
- Take and maintain proper inventory of linen and supplies and purchasing needed linen and supplies in a timely manner while staying within budget.
- Responsible for short and long term planning and the management of the hotel's Housekeeping operations
- Interview, select train, schedule, coach and support associates.
- Monitor lost and found, return guest calls and inquires, and handle billing and shipping.

#### Assistant Executive Housekeeper

Hampton Inn Willow Grove - January 2011 to December 2013

- Assist in training new employees and continuation of learning for existing employees.
- Ensure cleanliness of hotel, as reflected by service scores and quality assurance inspections. Oversee lost and found and proper recording, storage, and communication to various departments.
- Attends necessary meetings, both departmentally and inter-departmentally, to ensure proper
- Review scheduling with Executive Housekeeper, based on demands of hotel, and properly maintain levels of staffing therein.
- Respond to all guest complaints, resolve guest issues, and follow up with guest.
- Maintains par levels of inventory of cleaning supplies, linens, and brand required room materials and elements, to ensure brand standards and consistency measures are met.
- Daily inspection of all rooms to ensure cleanliness and brand standards are consistently being met and room attendants are completing tasks in a timely fashion.

#### Room Attendant

Ritz Carlton Hotel - March 2008 to May 2012

- Respond promptly to requests from guests and other departments.
- Fill cart with supplies and transport cart to assigned area.
- Enter guest rooms following procedures for gaining access and ensuring vacancy before entering.
- Replace guest amenities and supplies in rooms. Replace dirty linens and terry with clean items.
- Make beds and fold terry.
- Clean bathrooms. Remove trash, dirty linen, and room service items. Check that all appliances are present in the room and in working order. Straighten desk items, furniture, and appliances. Dust, polish, and remove

marks from walls and furnishings. Vacuum carpets and perform floor care duties (e.g., in guest rooms and hallway).

## EDUCATION

### **Certificate**

Americans Hospitality Academy  
2013 to 2014

### **Business Management**

University of Phoenix  
2012 to 2014

### **High School Diploma in Business**

Pittsburgh Job Corp Center  
2004 to 2006

## ADDITIONAL INFORMATION

### Core Competencies

- Operations Management
- Budget/Financial Administration
- Conflict Resolution
- Organizing and Planning
- Stress Tolerance
- Attention to Detail
- Decision Making
- Coaching/Motivation
- Sales Management
- Training/Development
- Performance Management
- Inventory Management