

MARIO A VILLAFRANCO
5325 El Camino Ave Apt #102 Carmichael, CA 956098
Phone: 916-896-7648
mvillafranco89@gmail.com

CAREER GOAL

An opportunity in a growth-oriented company that will enable me to utilize my knowledge, training and experience in a rewarding long-term career advancement opportunity.

WORK EXPERIENCE

Doubletree Suites by Hilton Rancho Cordova
Director of Housekeeping

09/2017-05/2018

- Responsible for short and long term planning and the management of the hotel's Housekeeping operations
- Develop and recommend the budget, labor cost plans and objectives and manages within those approved plans
- Solid understanding of housekeeping and laundry supplies and pars
- Teach employees importance of, and how to greet guests and courteously solve guest requests
- See that inspection program is consistently maintained
- Assure all safety and security policies and procedures are followed
- Work closely with all other Departments
- Inspect rooms daily
- Monthly purchasing of linens and housekeeping supplies
- Current on latest housekeeping and laundry technology
- Work closely with vendors to assure proper pricing, delivery, and maintenance
- Consistent teaching, supervising, and mentoring multilingual and multicultural staff
- Ensure OSHA and ADA policies are adhered to
- Experience with turndown service, special needs of VIP Guests, foreign dignitaries, etc. helpful
- Hiring, Training, and Firing of staff when needed
- Coach and counsel employees to reflect Hilton service standards and procedures

Doubletree Suites by Hilton Rancho Cordova
Housekeeping Supervisor

10/2016 – 08/2017

- Supervise the housekeeping staff
- Provide open communications, training, coach, and counsel and performance feedback.
- Supervise and inspect the cleaning of the guest rooms, turndown service, public areas and back of the house; ensure compliance with accident/loss prevention programs.
- LSOPs and SOPs and health/sanitation standards and regulations to achieve a high level of cleanliness and guest satisfaction.

- Issue assignments to staff reviewing special requests and areas of concentration to ensure a smooth flow of the housekeeping operation.
- Issue supplies/goods to staff at beginning of shift in order to control inventory and ensure proper supplies are available while controlling expenses.
- Respond to guest requests, concerns and problems to ensure guest satisfaction.
- Log items into the Lost and Found and answer inquiries to maintain controls and ensure guest satisfaction.

Doubletree by Hilton Sacramento

09/2013 – 10/2016

Front Desk Agent and Housekeeping Inspector/Trainer

- Greet guests and complete the registration process to include, but not limited to, inputting and retrieving information from the computer, confirmation of guest information and room rate, selection of rooms, coding electronic keys and ensuring guest knows location of room.
- Assist guests with check-out including, but not limited to, handling money, processing credit and debit cards, accepting and recording various forms of payment, and making change.
- Respond to guest inquiries and requests and resolve issues in a timely, friendly and efficient manner.
- Field guest complaints, conduct research and resolve and negotiate solutions for guest satisfaction. Receive, input, retrieve and relay messages to guests.
- Inspect rooms, verify and report status and/or discrepancies of rooms and enter into property management system.
- Complete work orders, perform room attendant and/or housemen duties, as needed. Assist in training room attendants. Respond to special guest requests in a timely, friendly and efficient manner.

ACADEMIC QUALIFICATION

COLLEGE: CONSUMES RIVER COLLEGE (August 2015 – April 2016)

Culinary Arts Management

HIGH SCHOOL: Natomas High school (September 2010 – June 2014)

General Studies

OCCUPATIONAL LICENCES & CERTIFICATES

Certification Title	Issuing Organization	Completion Date	Expiration Date
Food Protection Manager Certification	Servsafe	12/2015	12/2020
California Food Handler	Servsafe	06/2013	06/2016
First Time Manager: Challenges	Hilton Worldwide University	06/2016	N/A
First Time Manager: Understanding	Hilton Worldwide University	06/2016	N/A
First Time Manager: Expectations	Hilton Worldwide University	06/2016	N/A

KEY SKILLS AND COMPETENCIES

- Ensuring high level of attention to detail and professionalism
- Smart in appearance as well as professionally confident polite and welcoming at all times
- Have exceptional customer and service standards
- Passionate about customer care and offering a first class service to guests
- Aware of all relevant Security, Health and Safety at all times
- Possess strong organizational skills with a keen eye for detail
- Ability to effectively deal with department heads, guests, and team member

PERSONAL SKILLS

Leadership, Problem Solving Ability, Strong Work Ethic, Data Processing, Multitasking, Urgency, Flexibility and Adaptability

REFERENCES

Upon request