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| Experience | | |
|  | 03/2018-Present **Director of Housekeeping**  **The Surrey Hotel, Upper East Side, New York**   * Managing 189 luxurious suites and supervising the department of 62 union employees and non union Management team of 3 Assistant Directors of Housekeeping, Housekeeping Manager and a Coordinator’s daily schedules, operational productivity, payroll and guest satisfaction scores * Controlling the linen inventory levels, quality of the product, purchases and conducting service meetings * Managing monthly supply levels and purchases & plan long -term operating expenses and projects assigned by the General Manager bases on the hotel budget and revenue forecast * Work closely with the Corporate Director of Purchasing and Collaborating with hotel’s vendors, product deliveries & new products tryouts * Conducting service & safety trainings from the staff to assure appropriative level of service for Forbes inspection * Handling gusts special requests and problem resolution * Supervision of the Engineering department during transitions periods including purchases, house calls, repairs performed by outsource vendors   08/2016- 02/2018 **Executive Housekeeper  Courtyard by Marriott Downtown WTC, New York**   * Hotel’s pre-opening guest room preparation, managing all supply & linen deliveries during pre- opening stage * Collaboration with construction teams and Project Manager on completition dates and ongoing project punch list * Managed the 3rd party outsourced company during heavy- duty cleaning in pre- opening and post -construction stage * Managed Housekeeping staff and 3 supervisors of over 50 non- union employees * Transitioned the department from an *outsourced 3rd party company to in-house associates (*interviewing, providing training at the property, orientation and establishing policies ) * Responsible for managing Housekeeping monthly budget accordingly to the forecast, supply ordering, guests’ amenities, hotel’s supply * Managing department’s productivity, schedules and label cost * Responsible for talking monthly inventory and managing the quality of guest linen and service * Motivating the staff to directly interact with the guests and responding to any potential guest issues as well as following up on existing issues * Moved 120 rankings on trip Advisor in a year from the opening of the hotel * Achieved 94% AOS – Associate satisfaction scores for the department after the year and 93 out of 100 on the brand review for the guest room standards, overall 87.3 for the proper   04/2016- 08/2016 **Housekeeping Manager   Lexington Hotel by Marriott Autograph Collection, New York**   * Responsible for the Department’s payroll including almost 200 union employees and supervisors * Daily responsible for Room Attendants and houseman assignments as well as quality assurance of brand standards in assigned section 5-8 floors up to 130 guest rooms including inspections, VIP walks of guest room & public areas * Maintaining close communication with Front Desk and Engineering departments resolving Engineering issues and guests related issues * Inspecting guestrooms with a special focus on VIP and group blocks, airline rooms, departures, discrepancy and other reports * Sustained a positive work environment with union employees resolved in an efficient & productive work allowing to pass a final LRA inspection permitting to retain Marriott   *03/*2015*-04/2016* **Food & Beverage Manager  Park Lane Hotel, Central Park South, New York**   * Maintaining appropriative level of beverage inventory and keeping the beverage cost below 20% while managing the Hotel’s Park Room Restaurant, Harry’s Bar as well as guest daily Reception wine & liquor * Placing liquor orders and actively reinventing seasonal and signature cocktails & wine lists to delight the guest and drive revenue at both -the Park Room Restaurant and Harry’s Bar * Managing cash and credit payments by maintaining a house bank and keeping an accurate report of daily receipts, deposits, and sales trends * Following company’s policies and procedures, training the staff while introducing new products * Scheduling staff members at proper staffing levels; watching labor costs daily to ensure efficiency in scheduling, daily and weekly payro 03/2014 - 03/2015 **Front Office Manager  Park Lane Hotel, Central Park South, New York** * Responsible for performing Front Office Operations during Management Transition by settling financial and accounting balances, managing the room inventory, upgrades, upselling the guest room reservations to suites, communicating with the Housekeeping department and Engineering * Personally, welcomed the guests upon arrival and departures and ensured arrangements and guest inquiries are honored and resolved in an efficient timely manner * Managing the Front Desk Union employees by continually introducing training techniques, counseling, and using motivational approaches to mentor and improve GSS scores * Involved in MOD programs overseeing other hotel departmental work and reporting it to upper management during General Manager’s absence * Monitored daily and responded to all social media guests review with a special focus on Trip Advisor reviews and other Social Media * Proactively preventing potential incidents or issues ; if any talking an ownership to resolve all guest related issues to guests’ and hotel management satisfaction * Striking to achieve the highest guest service standards by managing guests’ beverage amenities, assisting with special celebrations, assigning VIP rooms & welcoming VIP returning guest * Established a strong VIP loyalty guests list | |
| QUALIFICATIONS | | |  |
|  | | **Languages** -fluent in English and Polish  **Education**- Bachelorof Science in Tourism Management  *Farleigh Dickinson University, Madison NJ 2015*  Associates in Science  *Bergen Community College, Paramus NJ* 2013 |
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|  | | **Interests** |

EWELINA SOLIS

1. Passionate about Art, contemporary and abstract painter
2. Gardening and home- made refurbishment projects
3. Interested in interior and exterior design