1. Created and implemented training programs to enhance employee performance.
2. Assigned housekeeping staff to specific shifts and room blocks based on abilities and daily requirements.
3. Improved process efficiency through effective inventory control in alignment with client standards.
4. Communicated repair needs to maintenance staff.
5. Placed orders for housekeeping supplies and guest toiletries.
6. Completed schedules, shift reports and other business documentation.
7. Trained and mentored all new personnel to maximize quality of service and performance.
8. Introduced new operational programs like incentives to increase company loyalty and reduce employee turnover.
9. Increased employee performance through effective supervision and training.
10. Worked with front desk to respond promptly to all guest requests.
11. Evaluated employee performance and developed improvement plans.
12. Reduced financial discrepancies through accurate management of payroll and bookkeeping processes.
13. Drove improvements to workflow and room turnover with hands-on, proactive management style.
14. Maintained controls over expenses and inventory for optimal budget tracking.
15. Coordinated hotel-wide laundry workflow to fulfill guest laundry requests in under [Number] hours.
16. Directed team of [Number] personnel in busy hotel with [Number] rooms.
17. Implemented new cleaning processes and team strategies to reduce necessary man-hours by [Number] hours per week.
18. Surpassed sales goals by improving service delivery.
19. Supervised daily operations, including employee performance, preventive maintenance and safety.
20. Adhered to safety protocols by enforcing proper equipment usage.