

Emily Johnson

Housekeeping Assistant

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SUMMARY

Dedicated and detail-oriented Housekeeping Assistant with 5+ years of experience in maintaining cleanliness and organization in various establishments. Proven track record of improving customer satisfaction by 25% through effective communication and teamwork.

EXPERIENCE

Housekeeping Assistant

Hotel Hyatt • New York, USA • Mar 2018 - Dec 2020

Maintained the cleanliness and organization of guest rooms, public areas, and back-of-house spaces. Coordinated with the housekeeping team to ensure efficient cleaning and laundry services.

- Cleaned and prepared guest rooms for arrival, ensuring a 95% or higher quality standard
- Managed the supply of cleaning materials and equipment, reducing waste by 15% through efficient inventory management
- Collaborated with the maintenance team to report and resolve issues with hotel facilities, resulting in a 20% reduction in guest complaints
- Trained new housekeeping staff members, improving their performance by 30% through one-on-one coaching and mentoring

Housekeeping Associate

Resort Marriott • Miami, USA • Jan 2015 - Feb 2018

Assisted in maintaining the cleanliness and organization of guest rooms, public areas, and back-of-house spaces. Provided exceptional customer service to guests, resulting in a 90% or higher satisfaction rating.

- Cleaned and prepared guest rooms for arrival, ensuring a 92% or higher quality standard
- Managed the supply of cleaning materials and equipment, reducing costs by 10% through effective procurement
- Participated in the implementation of a new housekeeping software, resulting in a 25% increase in efficiency and productivity
- Provided support to the housekeeping team during peak periods, ensuring a 95% or higher level of customer satisfaction

EDUCATION

Bachelor's Degree

New York University • New York, USA • Jan 2010 - Dec 2014

Hospitality Management • 3.5/4.0

SKILLS

Housekeeping operations
Customer service
Team management
Inventory management
Time management
Communication
Problem-solving
Attention to detail

LANGUAGES

English • Native
Spanish • Fluent

STRENGTHS

Attention to detail

Proven ability to maintain high standards of cleanliness and organization in fast-paced environments

Teamwork

Effective collaborator with a strong ability to work with diverse teams to achieve common goals

Adaptability

Flexible and able to adjust to changing situations and priorities in a dynamic work environment

CERTIFICATES

Housekeeping Certification

American Hotel and Lodging Association

Jun 2016

Certification in housekeeping operations and management

AWARDS

Housekeeping Employee of the Year

Hotel Hyatt • Dec 2019

Award for outstanding performance and dedication to the housekeeping team