PATRICIA OWENS

HOUSEKEEPING INSPECTOR

CONTACT

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Scottsdale, AZ

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SKILLS

- Room Inspections
- Housekeeping Standards
- Opera PMS
- Room Status
- Deep Cleaning
- Microsoft Excel
- Basic Computer Skills
- Staff Training
- Attention to Detail
- Communication Skills

EDUCATION

High School Diploma

05/2021

Carl Hayden Community High School

Phoenix, AZ

General Studies

CERTIFICATES

Certified Guest Room Attendant (CGRA)

06/2022

American Hotel & Lodging Educational Institute

SUMMARY

Housekeeping Inspector with 5 years in resort housekeeping, inspecting 70 rooms a day for a 500-room Scottsdale resort. Runs room inspections to the brand checklist, updates room status in Opera PMS and coaches room attendants on misses. Uses basic computer skills and Microsoft Excel for daily reports, and brings attention to detail and clear communication skills to the team.

EXPERIENCE

Housekeeping Inspector

03/2024 - Present

Camelback Desert Resort — Scottsdale, AZ

Inspector for 3 guest buildings and 24 casitas at a 500-room resort.

- Check about **70** rooms a day against a 52-point checklist and release them to the front desk in Opera PMS.
- Coach 12 room attendants on repeat misses, raising first-pass inspection rates from 84% to 93%.
- Plan deep cleaning for 40 rooms a month and confirm each one before the quarterly brand audit.
- Build a daily Microsoft Excel report of room status, open work orders and lost and found items for managers.
- Train 9 new hires on housekeeping standards, chemical safety and the guest privacy policy.

Room Attendant

09/2021 - 02/2024

Saguaro Springs Hotel — Phoenix, AZ

Full-time housekeeping role at a 280-room downtown hotel.

- Completed 15 rooms per shift with a 97% average on supervisor inspections across 2 years.
- Earned VIP and suite floor assignments on weekends after **3** top guest comment awards.
- Reported maintenance and safety hazards through the work order system, about 20 tickets a month.
- Trained new room attendants on bed making and cart setup during their first week.