

Aisha Patel

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SUMMARY

Detail-oriented Housekeeping Manager with over 7 years of experience in the hospitality industry. Proven track record of implementing effective cleaning protocols, enhancing guest satisfaction, and reducing operational costs through efficient staff management.

EXPERIENCE

Housekeeping Manager

Jan 2022 - Present

Luxury Hotel Group, San Francisco, CA

- Increased cleanliness scores by 25% as measured by guest feedback surveys in less than one year.
- Implemented a new training program for housekeeping staff that improved efficiency by 30%, resulting in a cost saving of \$50,000 annually.
- Streamlined inventory management processes, reducing supply costs by 15% through better vendor negotiation and usage tracking.

Assistant Housekeeping Manager

Jun 2018 - Dec 2021

Urban Stay Hotels, Los Angeles, CA

- Supervised a team of 20+ staff, improving team productivity by 20% through effective scheduling and task delegation.
- Introduced eco-friendly cleaning practices that reduced chemical usage by 40%, enhancing guest health and safety.
- Achieved a 98% satisfaction rating for cleanliness from guest reviews over three consecutive quarters.

Housekeeper

May 2015 - May 2018

Comfort Inn & Suites, San Diego, CA

- Consistently recognized as Employee of the Month for outstanding cleanliness standards and guest service.
- Completed daily cleaning of 15+ rooms while maintaining high standards of quality and safety.
- Assisted in training new staff members on cleaning protocols and safety regulations.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

California State University, Sacramento, CA • GPA: 3.7

SKILLS

Technical Skills: Staff Management, Inventory Control, Cleaning Protocols, Quality Assurance

Tools & Frameworks: RoomRanger Scheduling Software, Hygiene Management Systems, Inventory Management Tools