

Maxine Curry

Housekeeping Supervisor

AREAS OF EXPERTISE

Cleaning room
Mopping floors
Customer service
Room service
Guest relations
Staff management

PROFESSIONAL

Fluent in French
First Aider

PERSONAL SKILLS

Trustworthy
Thorough
Presentable
Articulate

CONTACT

Maxine Curry
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The Big Peg
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Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A confident and approachable individual who has the commitment, enthusiasm and energy needed to succeed in a role as a Housekeeping Supervisor. Maxine can develop a housekeeping team to deliver a high level of service. She has experience of looking after a hotel that has over 200 bedrooms, including 12 suites and has a fully equipped Gym with pool. As a true professional she will always be a 'hands on' part of the Housekeeping Team. Right now she is looking for their next step in what to date has been a very successful career and wants to join a reputable hotel.

WORK EXPERIENCE

Hotel – Birmingham

HOUSEKEEPING SUPERVISOR Jun 2013 – Present

Responsible for supporting the Housekeeping Manager in the smooth running of the housekeeping department.

Duties:

- Inspecting guest rooms and public areas after they have been cleaned by a Housekeeper to ensure quality standards.
- Making sure that guest's bedrooms, corridors and public areas are serviced in accordance with the company's standards.
- Evaluating, counselling, motivating and coaching employees.
- Following all company and safety and security policies and procedures.
- Reporting any maintenance problems, safety hazards, accidents, or injuries to senior managers.
- Organising staff rotas.
- Report any hygiene issues and following up as necessary.

Company name - Location

JOB TITLE Employment dates (i.e. Aug 2011 – Jun 2013)

KEY SKILLS AND COMPETENCIES

- Ensuring high levels of attention to detail and professionalism.
- Smart in appearance as well as professionally confident, polite and welcoming at all times.
- Have a full command of English.
- Have exceptional customer and service standards.
- Passionate about customer care and offering a first class service to guests.
- Aware of all relevant Security, Health and Safety issues.
- Attention for detail and a passion for continuous personal improvement.
- Possess strong organisational skills with a keen eye for detail.

ACADEMIC QUALIFICATIONS

Nuneaton University **2008 - 2011**
BSc (Hons) Hospitality

Coventry Central College **2005 - 2008**
A levels:
Maths (A) English (B) Technology (B) Science (C)

REFERENCES – Available on request.



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