

Livvy Stangland

Housekeeping Lead

Profile

I have over 5 years of experience in the housekeeping industry and I am a lead Housekeeper. I have been responsible for supervising other housekeepers, as well as cleaning rooms myself. I am efficient and thorough in my work, and take pride in providing clean environments for guests to enjoy. Guests consistently rate me highly on surveys for my attentiveness and quality of work. In addition to being a top-rated employee, I am also certified in CPR/First Aid

Employment History

Housekeeping Lead at Marriott International, Inc., CT

Apr 2022 - Present

- Led a team of housekeepers in cleaning 15 rooms per day on average, ensuring that all rooms met the hotel's cleanliness standards.
- Trained new hires on proper cleaning techniques and hotel policies.
- Implemented a new system for tracking room cleanliness which resulted in a 10% increase in efficiency.
- Negotiated with suppliers to get better prices on cleaning supplies, resulting in a savings of \$500 per month.
- Won the "Employee of the Month" award 3 times.

Housekeeping Supervisor at The Ritz-Carlton Hotel Company, L.L.C., CT

Sep 2017 - Feb 2022

- Hired, trained and supervised a team of 20 housekeepers.
- Implemented new cleaning procedures that reduced the average room turnaround time by 30 minutes.
- Negotiated with vendors to get better prices on cleaning supplies, resulting in a 10% cost savings.
- Developed a system for tracking guest requests and concerns, which resulted in a 50% reduction in complaints.
- Inspected guest rooms daily and addressed any issues immediately.

Certificates

Certified Housekeeping Manager (CHM)

Apr 2021

Certified Hospitality Supervisor (CHS)

Jan 2020

Memberships

American Hotel & Lodging Association

International Executive Housekeepers Association

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📍 Washington St, Hartford, CT 06106

Education

High School Diploma at Hartford Public High School, Hartford, CT

Aug 2013 - May 2017

Some skills I've learned are time management, organization, and how to study effectively.

Links

[linkedin.com/in/livvystangland](https://www.linkedin.com/in/livvystangland)

Skills

Cleaning

Organizing

Scheduling

Supervising

Training

Inspecting rooms

Delegating tasks

Languages

English

Spanish

Hobbies

Organizing

Cleaning

Making sure things are in their place