

# George Thompson

## Housekeeping Manager

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### Profile Summary

Experienced Housekeeping Manager with over 10 years of comprehensive expertise in staff leadership, budget management, and operational excellence within the hospitality industry. Renowned for implementing innovative housekeeping techniques that enhance guest satisfaction and contribute to higher customer retention rates. Adept at cultivating a motivated team environment and consistently achieving high standards of cleanliness and service.

### Work Experience

#### Housekeeping Manager

Hilton Boston Downtown/Faneuil Hall  
1st Feb, 2016 - Present

- Led a team of 30 housekeeping professionals to consistently achieve a Guest Satisfaction Index of over 92%.
- Decreased operational costs by 15% through the implementation of a new inventory tracking system.
- Implemented a service improvement strategy that improved room cleaning time efficiency by 20%.

#### Assistant Housekeeping Manager

The Ritz-Carlton, Boston  
1st Jan, 2013 - 31st Jan, 2016

- Managed daily housekeeping operations and ensured compliance with high quality standards.
- Trained and onboarded new staff, thereby reducing the onboarding time by 25%.
- Played a key role in the hotel achieving the AAA Five Diamond Award for three consecutive years.

### Education

#### Boston University

Bachelor of Science in Hospitality Management  
1st Sep, 2008 - 31st May, 2012

### Skills

Leadership, Budget Management, Strategic Planning, Inventory Management, Staff Training, Customer Service

### Notable Projects

#### Sustainable Housekeeping Practices Initiative

Developed a green cleaning program that reduced chemical usage by 30% and led to a healthier environment for guests and staff.

## **Certifications**

### **Certified Hospitality Housekeeping Executive (CHHE)**

Issued by American Hotel & Lodging Educational Institute, 10th April, 2020

## **Awards**

### **Hospitality Excellence Award**

Awarded by American Hotel & Lodging Association, 15th March, 2019