

# JHENNA PIEMONTE

Assistant Executive Housekeeper

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(741) 755-2421

123 Main St, Oklahoma City, OK 73102



## PROFILE

Dedicated Assistant Executive Housekeeper with 2 years of experience in delivering exceptional guest experiences through impeccable room cleanliness and attention to detail. Proven ability to effectively manage housekeeping teams, maintain high standards of hygiene, and adhere to safety protocols. Adept at inventory management, budget control, and staff training, with a strong commitment to providing top-notch service in a hospitality setting.

## LINKS

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

## SKILLS

Time-management



Delegation



Budgeting



Inventory control



Quality assurance



Staff training



Conflict resolution

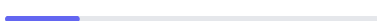


## LANGUAGES

English



Mandarin



## HOBBIES

## EMPLOYMENT HISTORY

### Assistant Executive Housekeeper at The Skirvin Hilton Oklahoma City, OK

Apr 2023 - Present

- Successfully managed a team of 25 housekeeping staff, ensuring the cleanliness and upkeep of 225 guest rooms and common areas, resulting in a consistent 95% guest satisfaction rating over a two-year period.
- Implemented a new inventory management system for housekeeping supplies, reducing waste by 30% and saving the hotel \$10,000 annually.
- Developed and executed a comprehensive training program for new hires, reducing onboarding time by 50% and increasing employee retention rate by 20%.

### Housekeeping Supervisor at Renaissance Waterford Oklahoma City Hotel, OK

Aug 2021 - Feb 2023

- Successfully managed a team of 12 housekeeping staff, resulting in an increase in overall guest satisfaction scores by 15% during the tenure at Renaissance Waterford Oklahoma City Hotel, OK.
- Implemented a new inventory management system for cleaning supplies and linens, reducing supply costs by 20% and increasing efficiency in restocking and reordering processes.
- Conducted regular training sessions for housekeeping staff, leading to a 25% reduction in common errors and a 10% increase in staff productivity.
- Collaborated with other departments to improve communication and streamline processes, leading to a 30% reduction in guest complaints related to housekeeping services.

## EDUCATION

### Associate Degree in Hospitality Management at Oklahoma City Community College, Oklahoma City, OK

Sep 2017 - May 2021

Relevant Coursework: Hospitality Operations Management, Food and Beverage Management, Financial Accounting, Marketing and Sales, Human Resource Management, Customer Service, Event Planning, and Hotel and Restaurant Law.

## CERTIFICATES

### Certified Executive Housekeeper (CEH)

Mar 2022