

# Mariavictoria Gehrett

Executive Housekeeper

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## EDUCATION

Diploma in Hospitality Management at Iowa State University, Ames, IA

Aug 2013 - May 2018  
Relevant Coursework: Hospitality Operations, Food and Beverage Management, Rooms Division Management, Customer Service, Event Planning, Marketing and Sales, Financial Management, Human Resources, and Tourism.

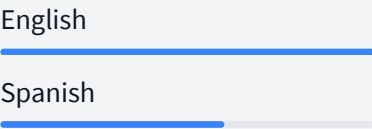
## LINKS

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

## SKILLS



## LANGUAGES



## HOBBIES

## PROFILE

Dedicated Executive Housekeeper with 5 years of experience in managing housekeeping operations for luxury hotels. Proven ability to lead and motivate teams, maintain high standards of cleanliness, and deliver exceptional guest experiences. Skilled in budgeting, inventory control, and staff training and development. Committed to continuous improvement and implementing best practices in housekeeping services.

## EMPLOYMENT HISTORY

- Executive Housekeeper at Hilton Des Moines Downtown, IA**  
Mar 2023 - Present
  - Successfully implemented a new inventory management system, resulting in a 20% reduction in supply costs and a 15% improvement in overall efficiency for the housekeeping department at Hilton Des Moines Downtown.
  - Managed a team of 30 housekeeping staff, achieving a consistent 95% guest satisfaction rating in room cleanliness and maintenance during their stay at the hotel.
  - Spearheaded a comprehensive training program for new hires, reducing onboarding time by 25% and contributing to a 10% decrease in employee turnover within the housekeeping department.
- Assistant Executive Housekeeper at Hyatt Place Des Moines Downtown, IA**  
Sep 2018 - Feb 2023
  - Successfully reduced housekeeping staff turnover by 30% in 2019 by implementing employee recognition programs and conducting regular feedback sessions, leading to improved morale and increased staff retention.
  - Achieved a 15% increase in overall guest satisfaction scores related to room cleanliness and amenities in 2020 by implementing new training programs for housekeeping staff and streamlining room inspection processes.
  - Reduced monthly housekeeping expenses by 20% in 2018 through the introduction of cost-effective cleaning supplies and equipment, as well as implementing inventory control measures to minimize wastage.
  - Completed a full hotel deep-cleaning project within a tight deadline of two weeks in 2019, resulting in positive feedback from both guests and hotel management, and contributing to an increase in repeat bookings by 10%.

## CERTIFICATES

Certified Executive Housekeeper (CEH)  
May 2022

International Executive Housekeepers Association (IEHA)  
Certification  
Dec 2020