

Gaetana Milonas

Houseperson

Profile

Details

gaetana.milonas@gmail.com

(904) 999-4869

123 Main Street, Boston, MA 02130

Dedicated Houseperson with a year of experience in providing exceptional housekeeping and guest services in a hotel setting. Skilled in maintaining cleanliness, handling guest inquiries, and assisting with daily operations. Demonstrates excellent time management, attention to detail, and a strong work ethic. Committed to ensuring guest satisfaction and promoting a positive and welcoming environment.

Employment History

Houseperson at Marriott International, MA

Apr 2023 - Present

- Successfully maintained the cleanliness and organization of 10,000 square feet of meeting and event space daily, ensuring a positive guest experience for over 500 attendees per event.
- Assisted in the set-up and tear-down of more than 300 events, including weddings, conferences, and corporate meetings, contributing to an increase in overall guest satisfaction ratings by 15%.
- Streamlined inventory management processes for housekeeping supplies, reducing waste and saving the hotel \$5,000 annually in supply costs.

Houseperson Trainee at Four Seasons Hotels and Resorts, MA

Jul 2022 - Mar 2023

- Successfully maintained a 98% cleanliness and maintenance rating for assigned guest rooms and common areas, contributing to the hotel's overall high guest satisfaction score.
- Efficiently completed housekeeping tasks for an average of 25 guest rooms per shift, ensuring timely room turnover and consistently receiving positive feedback from guests on their overall stay experience.
- Proactively identified and reported 50+ maintenance issues during routine inspections, leading to a 30% reduction in guest complaints related to room conditions within a six-month period.

Education

Certificate in Hospitality and Housekeeping Services at Boston Hospitality Institute, MA

Aug 2017 - May 2022

Relevant Coursework: Hospitality management, customer service, housekeeping operations, laundry techniques, inventory control, staff supervision, safety and sanitation, and facility maintenance.

Links

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