Graciela Mbatha-Thornquist

Housekeeping Supervisor, Full-Service Hotels

Nashville, TN · graciela.mbathathornquist@example.com · (863) 555-0146 · LinkedIn

SUMMARY

Housekeeping supervisor with 7 years in hotels of 180 to 320 rooms, leading shifts of up to 18 room attendants and housepersons. Inspects about 60 rooms a day, builds daily boards from occupancy forecasts and keeps cleanliness scores above brand target. Fluent in English and Spanish.

EXPERIENCE

Housekeeping Supervisor — Quillmoor Ridge Grand Hotel

Nashville, TN · May 2021 – Present

- Lead a day shift of 18 room attendants and 3 housepersons in a 320-room full-service hotel.
- Inspect about 60 rooms a day, raising first-time inspection pass rate from 81% to 93% in one year.
- Lifted the guest cleanliness score from 8.4 to 9.1 out of 10 over 18 months.
- Cut linen and amenity overspend by about $38,000 a year through par levels and weekly counts.
- Trained 26 new room attendants on a 5-day checklist, with 22 still on the team after 6 months.

Housekeeping Team Lead — Belle Meade Suites Hotel

Franklin, TN · Mar 2018 – Apr 2021

- Assigned 180 rooms a day across 9 room attendants based on stayovers and departures.
- Cleared rooms for early arrivals by noon on 85% of high-occupancy days.
- Handled lost and found for about 40 items a month with 0 missing-item complaints.

SKILLS

Operations: Room assignment boards, inspections, turndown, public areas, deep-clean schedules

People: Shift scheduling, onboarding, coaching, bilingual training, payroll hours

Cost and inventory: Linen par levels, amenity counts, chemical ordering, equipment care

Systems and safety: Opera PMS, HotSOS, OSHA hazard communication, bloodborne pathogen procedures

CERTIFICATIONS

Certified Housekeeping Supervisor, hotel lodging association program

ServSafe Food Handler

EDUCATION

High school diploma, Antioch High School, 2012

Fictional example by FindAJobAI: the person, employers and numbers are invented.