




Hideo Araki


Senior-Level Housekeeping

Executive housekeeper with experience managing diverse housecleaning teams and working across residential and commercial environments, from resorts/spas to prestigious homes, in-demand rental properties, and luxury retail spaces. Track record for delivering impeccable service and high-quality results to discerning clientele while managing an efficient, effective team.

 Boston, MA 12345

 (123) 456-7890

 Hideo.Araki@example.com

 LinkedIn | Portfolio

KEY SKILLS

- Chemical use and safety
- Cleaning strategies
- Eco-friendly cleaning practices
- Sanitization
- Specialty surface care (marble, wood, steel)
- Team management

CERTIFICATIONS

- Registered Executive Housekeeper, International Executive Housekeepers Association Inc. (IEHA), May 2019
- Certified Environmental Services Executive (CESA), IEHA, June 2017

PROFESSIONAL EXPERIENCE

EXECUTIVE HOUSEKEEPER | BAYFRONT SPA AND RESORT, BOSTON, MA APRIL 2018

- Lead a 12-person staff of housekeepers, overseeing all aspects of guest room cleaning and maintenance of common spaces, such as conference rooms, spa amenities, and the on-site restaurant
- Ensure compliance with quality and sanitation standards, delivering performance reports to management for review
- Implement improved cleaning protocols for the spa and resort, resulting in guest review ratings of 4.9 stars for cleanliness

HEAD HOUSEKEEPER | LOBSTER BAY BED & BREAKFAST, BOSTON, MA JUNE 2012 – APRIL 2018

- Oversaw assistant housekeeper, ensuring adherence to approved cleaning strategies and providing training on methods for deep cleaning, steam cleaning, special surfaces (marble), and window cleaning
- Cleaned bed and breakfast guest suites and common areas daily, ensuring efficient and courteous service while maintaining a sense of privacy for customers
- Stocked cleaning product inventory and ensured the safe use of chemicals while incorporating environmentally friendly alternatives into sanitation protocols
- Managed laundering of bedding, bathrobes, towels, and tablecloths

EDUCATION

- Associate of Applied Sciences (AAS) in Hotel and Hospitality Management
Bunker Hill Community College, Boston, MA | August 2010 – May 2012