

Courtney Monagle

Housekeeping

Profile

A highly challenging and rewarding role in a fast-paced environment. I have gained experience in managing a team of housekeepers, as well as being responsible for ensuring the smooth running of all operations. My responsibilities have also included training new members of staff, conducting appraisals and creating rotas. In addition to this, I have excellent customer service skills which has helped contribute to positive feedback from guests.

Employment History

Assistant Housekeeping Manager at ServiceMaster

May 2022 - Present

- In a year, our Housekeeping team members clean an average of 40 houses each day.
- Our housekeepers have attended more than 100 trainings in the last year on various topics such as safety and cleaning procedures.
- Our department has been awarded 95% guest satisfaction rating for the past 3 years consecutively.
- We process an average of 74 calls per day through our call center from homeowners requesting services or with questions about their account.

Housekeeping at The Maids International

Jul 2018 - Apr 2022

- Increased guest satisfaction scores by 10%.
- Maintained a 98% occupancy rate.
- Trained and developed 4 new housekeeping supervisors.
- Redesigned the daily cleaning schedule to be more efficient and effective resulting in a savings of \$2000/month in labor costs.
- Implemented a new quality control program that reduced customer complaints by 25%.

Education

High School Diploma at Boston High School, Chestnut Hill, MA

Sep 2014 - May 2018

I learned how to study, take notes in lectures, and write essays.

Memberships

National Sanitation Foundation (NSF)

Apr 2021

Environmental Protection Agency (EPA), Green Planet Solutions

Sep 2019

American Indoor Air Quality Council (AIAQC)

Aug 2018

Details

courtney.monagle@gmail.com

279-888-7257

3714 John Mallette Drive, Nashville, TN 37218

Links

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

Skills

Sweeping

Mopping

Dusting

Vacuuming

Cleaning Bathrooms

Languages

English

Italian