Responsibilities:
• Learn the operations of:
  • Housekeeping
  • Laundry
  • Front Desk
  • Maintenance
  • Sales
  • Management
• Learn and assist in the day to day operations of the hotel

Project: Error Analysis of the Housekeeping Department
• Created and initiated a way to keep track of housekeeping errors during inspection to correct individual and overall mistakes
• Learned that mistakes by a housekeeper are usually repeated throughout the rooms

Top 3 Things I Learned:
• Make it typical to go above and beyond for your guests.
• Keep a positive attitude no matter what the situation.
• Never say, “There’s just nothing I can do”. There is always something you can do to make the guest’s experience better!