

Jasmine Brown

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Profile

- Detail-oriented housekeeper with experience carrying out housekeeping operations within hospitality and senior living environments. Ensures guest satisfaction by adhering to cleaning and maintenance standards of rooms and common areas. Recognized as 2018 Employee of the Year for dedicated housekeeping service.

Education

- High School Diploma | SOUTHWEST SENIOR HIGH, Minneapolis, MN | September 2005 – June 2009

Certifications

- Healthy Hospital and Hotel Housekeeping (HHH) Certification, IEHA, 2019
- OSHA Housekeeping Certification, OSHAcademy, 2016

Key Skills

- Cleaning and sanitation
- Floor care (mopping, waxing, buffing)
- Occupational Safety Hazard Association (OSHA) standards
- Specialty surface care (marble, wood, steel)
- Steam cleaning

Professional Experience

HEAD HOUSEKEEPER | SUNRISE SENIOR LIVING COMMUNITY, MINNEAPOLIS, MN | JULY 2019 – PRESENT

- Manage the daily activities of the housekeeping department, leading a team of 15 staff to ensure cleanliness across 120 units
- Clean, sanitize, and remove waste from rooms and public areas to create a welcoming environment for guests
- Address guest complaints and requests related to room cleanliness in a timely manner
- Maintained at least a 98% guest satisfaction score on average since 2020
- Collaborate with the maintenance team to report and expedite repairs
- Train and mentor approximately five new housekeeping staff each year on cleaning and guest service standards

HOUSEKEEPER | THOUSAND LAKES RESORT, ST. PAUL, MN | MARCH 2016 – JUNE 2019

- Executed general housekeeping tasks in a 200-room luxury hotel, ensuring guest rooms were thoroughly cleaned and prepared with new linens
- Restocked guest amenities and supplies, from soaps to coffee, ensuring everything was in place for a comfortable stay
- Reduced room turnaround time by 20 minutes after implementing the new protocol
- Maintained strong communication with the front desk to quickly address guest needs and concerns
- Recognized for dedicated housekeeping service with the 2018 Employee of the Year Award