

# Hideo Araki

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## Profile

- 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.

## Education

- Associate of Applied Sciences (AAS), Hotel and Hospitality Management | BUNKER HILL COMMUNITY COLLEGE, Boston, MA | August 2010 - May 2012

## Certifications

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

## Key Skills

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

## Professional Experience

### **EXECUTIVE HOUSEKEEPER | BAYFRONT SPA AND RESORT, BOSTON, MA | APRIL 2018 – PRESENT**

- 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