JULIAN MERCER

HOUSEKEEPING MANAGER

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PROFESSIONAL SUMMARY

Housekeeping manager with 11+ years in large convention and resort hotels, leading teams of up to 60 attendants, inspectors, and laundry staff. Manages labor and supply budgets, inspection quality, and guest satisfaction scores. Certified in hospitality housekeeping management.

PROFESSIONAL EXPERIENCE

Housekeeping Manager May 2022 - Present
Gaylord Opryland Resort & Convention Center, Nashville, TN

- Manage a day-shift team of 64 attendants, inspectors, and laundry staff within a 2,888-room housekeeping operation, with an annual labor and supply budget of about $2.4M.
- Raised housekeeping cleanliness scores on guest surveys from 4.3 to 4.6 out of 5 by overhauling the room inspection checklist and coaching inspectors weekly.
- Reduced overtime by 18% by redesigning room assignments by section and aligning shift starts with arrival forecasts.
- Cut linen replacement cost by about $90K a year by tracking par levels by floor and recovering loose linen through a laundry tracking process.
- Trained 22 room attendants on a new task order for convention turnover, completing group departures within the target window.
- Partner with engineering on preventive room maintenance and cleared out-of-order rooms 30% faster.

Assistant Housekeeping Manager Jan 2019 - Apr 2022

- Supervised 40 room attendants across the day shift and managed daily assignments from the arrival and departure report.
- Recorded and followed up on 120 deep-clean projects a year, keeping rooms on a rolling schedule.
- Hired and onboarded 35 attendants and inspectors, reducing early turnover through a buddy system.
- Reconciled monthly supply orders and brought chemical cost per occupied room down 6%.

Housekeeping Supervisor Feb 2016 - Dec 2018
Omni Nashville Hotel, Nashville, TN

- Inspected 60 rooms a day and coached attendants on rooms that failed inspection, lifting the first-pass rate to 94%.
- Handled guest complaints about cleanliness and arranged same-day recovery cleans with a service recovery log.
- Trained staff on chemical safety and lifting practices, contributing to fewer reported injuries over two years.

Room Attendant Jan 2015 - Jan 2016

- Cleaned 15 rooms per shift in an 800-room hotel and was promoted to supervisor within 13 months.
- Led the unit with the highest inspection scores in two of four quarters.

CORE SKILLS

Housekeeping operations management | Labor scheduling and budgeting | Room inspection and quality control | Linen and supply par management | Staff training and coaching | Hiring and onboarding | Guest service recovery | Laundry operations | OSHA and chemical safety | Convention and group turnover | Property management systems (Opera, HotSOS) | Preventive maintenance coordination

EDUCATION

Bachelor of Science in Hospitality Management, Middle Tennessee State University, Murfreesboro, TN

CERTIFICATIONS

Certified Hospitality Housekeeping Executive (CHHE), AHLEI | Certified Hospitality Supervisor (CHS), AHLEI | OSHA 10-Hour General Industry