**PATRICIA MILLS**

197 Long Avenue • Conway, SC 29526

843-421-1519 • sunshineblue07@gmail.com • <https://www.linkedin.com/in>

**Hospitality Professional**

More than 10 years’ experience in hospitality and various customer service positions, encompassing retail sales, administrative phone support, supervisory positions, and client order preparation. Excel’s in customer retention and product presentation.

* Proven ability to assess customer needs, with a focus on the continued business relationship.
* Enjoys working directly with customers to provide solutions, and views difficult interactions as a challenge.
* Comfortable in high stress environments, and prefers to remain busy throughout the day. Creatively uses downtime to meet secondary business objectives.

**Competencies**

•Retail Merchandising •Customer Service •Inventory Management

•Store Planning and Design •Regulatory Compliance •Hospitality Leader

•Quality Control •Client Needs Assessment • Documentation/Recordkeeping

**Professional Experience**

**Beach Vacations, North Myrtle Beach, SC**

**Mar 2019-Oct 2019**

**Assistant Director of Housekeeping**

*To act as an aide to Housekeeping Director*

* Create daily housekeeping boards utilizing IQ Ware
* Ordering of linens and keeping track of supplies as needed
* Inventory Count
* Supervise housekeepers when needed and inspect units to ensure cleanliness as per company standards

**Beach Holidays, Sea Crest Resort, Myrtle Beach, SC Mar 2018-Mar 2019**

**Housekeeping Supervisor**

*To inspect the cleanliness and appearance of guest accommodations and ensure all personnel carry out assignments according to company standards*

* Notifies maintenance of any needed repairs in all guest rooms
* Inspects all vacant ready rooms at the beginning of the day for
condition and possible occupancy
* Inspects all rooms after they have been cleaned to ensure that all hotel policies and
standards have been met
* Monitors time housekeepers are taking to clean guest rooms
* Approves rooms for occupancy and ensures room is 100% prior to placing it into the
system
* Completes any other duties as assigned to ensure all guests have an exceptional
experience

**Brittain, Compass Cove Resort, Myrtle Beach, SC Mar 2017- Feb 2018**

**Housekeeping Lead Supervisor**

*To inspect the cleanliness and appearance of guest accommodations and ensure all personnel carry out assignments according to company standards and assist housekeeping manager with housekeeping paperwork daily*

* Notifies maintenance of any needed repairs in all guest rooms
* Inspects all vacant ready rooms at the beginning of the day for
condition and possible occupancy
* Inspects all rooms after they have been cleaned to ensure that all hotel policies and
standards have been met
* Monitors time housekeepers are taking to clean guest rooms
* Prepares housekeeping boards and assignments each morning and logs information into computer
* Approves rooms for occupancy and ensures room is 100% prior to placing it into the
system
* Completes any other duties as assigned to ensure all guests have an exceptional
experience

**Hilton Worldwide, Myrtle Beach Resort, Kingston May 2016-Mar 2017**

**Inspector/Supervisor**

*To inspect the cleanliness and appearance of guest accommodations and ensure all personnel carry out assignments according to company standards*

* Notifies maintenance of any needed repairs in all guest rooms
* Inspects all vacant ready rooms at the beginning of the day for
condition and possible occupancy
* Inspects all rooms after they have been cleaned to ensure that all hotel policies and
standards have been met
* Monitors time housekeepers are taking to clean guest rooms
* Approves rooms for occupancy and ensures room is 100% prior to placing it into the
system
* Completes any other duties as assigned to ensure all guests have an exceptional
experience

**Hilton Grand Vacations, Ocean 22, Myrtle Beach, SC Nov 2015 – May 2016**

*Promoted positive guest relations through timely, courteous, and professional service*

**Room Attendant/Housekeeper**

* Ensuring the utmost in guest comfort and cleanliness satisfaction
* Cleans all areas and replenishes amenities in guest suites
* Provides service (tidy’s), full cleans, and linens to all Hilton guests
* Works in a team environment assisting other room attendants as needed
* Deep cleans one, two, and three bedroom suites as assigned
* Greet every guest in hallways, common areas, and rooms with a friendly attitude

**Lowes Home Improvement, Myrtle Beach, SC Mar 2013 – Aug 2015**

*Facilitated the selection, preparation, confirmation, and closing sale of custom paint orders*

**Customer Service Associate II (Paint Dept.)**

* Provides total customer support by responding to customer inquiries and promoting customer loyalty plans
* Determines customer needs and recommends solutions the store can provide.
* Phone and in-person support, as well as handling front end POS registers.
* Stock merchandise from receiving, pulls merchandise from top stock, and replenishes shelves.
* Assists customers with paint selection and preparation, and complies fully with all safety guidelines.
* Performs basic maintenance and filling of tint machines daily, and creates labels for merchandise.
* Labels hazardous waste (including drum classification) for proper disposal.
* Utilizes Genesis system to look up store item/stock information, and track customer orders.

**Garden City Realty, Garden City, SC May 2014 – Oct 2015**

*Directly supervise and inspect work activities of cleaning personnel in condos and beach houses*

**Supervisor (Housekeeping Dept.)**

* Responsible for overseeing the housekeeping personnel
* Inspecting guest rooms after they have been cleaned by a housekeeper to ensure quality standards
* Reporting any maintenance problems or safety hazards to managers
* Carrying out various cleaning tasks
* Informing managers about the status of cleaned rooms

**JCPenney, Myrtle Beach, SC April 2014 - April 2015**

*Responsible for the largest apparel zone in the store, overseeing juniors, swimwear, handbags, lingerie, and dresses*

**Sales Associate**

* Supported all aspects of retail merchandising, from display setup and product stocking to loss prevention.
* Processed credit applications and sales, and placed orders for customers through company website.
* Monitored fitting rooms to both assist customers and to promote loss prevention.
* Setup endcaps and displays throughout assigned zone, and maintained aisles appearance.

**Summary of Additional Experience (2006-2013)**

SAMS CLUB, WALMART CORP, Woodbridge, VA (2011-2013): Customer Service Associate,

ALLSTAR HEATING & AIR CONDITIONING, Dumfries, VA (2009-2010): Operations Assistant,

PENTON MEDIA, Fredericksburg, VA (2008-2009): Telephone Research Assistant,

UNITED STATES POSTAL SERVICE, Spotsylvania, VA (2005-2007): Rural Carrier Associate,

SONSHINE CLEANING, Woodbridge, VA (2007-2011): Housecleaner

 **Education**

General Diploma, Fauquier High School, Warrenton, VA

**Volunteer**

Court Advocate (CASA) for Spotsylvania County Government, Spotsylvania, VA (2005-2006)