

# Michael Dizon Sulayao

Antipolo City, Rizal, 1870 Philippines  
[michaelsulayao66@gmail.com](mailto:michaelsulayao66@gmail.com)  
+639164892386 / +639177121389

## CAREER SUMMARY

Seasoned Housekeeping Manager with 29 years of dedicated service in the hospitality industry. Customer-focused and career-oriented, I bring meticulous attention to detail in implementing industry standards for cleaning, sanitizing, and maintaining guest rooms. Proficient in restocking amenities, I ensure all areas are consistently clean and tidy. Adept at working independently and collaboratively within a team, my expertise in maintaining high standards positions me as a valuable asset in delivering exceptional hospitality experiences.

## SKILLS

- Skilled in cleaning and maintaining the cleanliness of rooms and public areas.
- Knowledgeable in OPERA and HARMONY.
- Skilled in receiving, stocking, and inventory of supplies.
- Handling guest complaints if the need arises.
- Supports and promotes healthy employee and staff welfare to ensure a balanced and harmonious relationship and excellent guest service delivery.

## WORK HISTORY

### **Executive Housekeeper Hotel Pontefino - Batangas City**

July 19, 2023 -October 6, 2023

- In charge of Housekeeping operations.
- Managed a team of 15 personnel.
- Planned and executed projects for the improvement of the resort such as landscape and planning building new facilities.
- Completed OE - operating equipment, replaced all damaged and unusable.
- Turned over employee sleeping quarters - deep cleaned and set up
- Ensured compliance with health and safety regulations.
- Implemented general cleaning in all rooms after COVID-19
- Restored usage of SYMPHONY - operating system in line with Front Office

### **OPERATIONS MANAGER Viewscape Nature's Park**

Tanay, Rizal

March 3, 2022 – October, 2022

- Oversaw Housekeeping and Food and Beverage operations.
- Managed a team of 15 personnel.
- Planned and executed projects for the improvement of the resort such as designing and building new facilities.

- Ensured compliance with health and safety regulations.
- Worked hand in hand with government agencies such as DOT, local barangay, and IP - Indigenous People of Tanay

### **EXECUTIVE HOUSEKEEPER**

#### **The Picasso Boutique Serviced Residences**

Makati City, Philippines

February 20, 2012 – February 11, 2022

- Led a team of 25 cleaning staff and 2 supervisors.
- Developed cleaning procedures to ensure a high level of cleanliness and guest satisfaction.
- Created and managed Housekeeping budget, including forecasting expenses and revenue.
- Performed administrative duties, such as creating schedules, maintaining records, and preparing reports for management.

### **EXECUTIVE HOUSEKEEPER**

#### **The Mabuhay Manor Hotel**

Pasay City Philippines

February 1, 2010 – January 15, 2012

- Managed and monitored the performance of a team of 12 cleaning staff and 2 supervisors.
- Ensured that all areas including guest rooms, public areas, and back-of-the-house areas were clean and tidy.
- Managed the inventory of cleaning supplies, linens, and other housekeeping items.
- Handled guest requests and complaints related to housekeeping and ensured that all issues were addressed promptly and satisfactorily.

### **HOUSEKEEPING SUPERVISOR**

#### **El Nido Resorts**

Miniloc Island, El Nido Palawan

February 16, 2010 – November 1, 2010

- Supervised a team of 13 housekeeping staff, including assigning tasks, scheduling work hours, and ensuring the team worked efficiently.
- Was in charge of the maintenance and cleanliness of a beach club with a capacity of 100 – 150 guests daily.
- Monitored guest satisfaction with cleanliness and service and took corrective actions as necessary.

### **HOUSEKEEPING SUPERVISOR**

#### **Park Hyatt Jeddah Equestrian Club and Spa**

Kingdom of Saudi Arabia

April 12, 2009 – January 18, 2010

- Was part of the pre-opening team with 10 room attendants and 4 public area attendants.
- Conducted frequent and thorough inspections of the facilities to ensure that they were up to standard.
- Conducted training on proper room cleaning and maintenance for the staff.
- Opened 142 rooms during the pre-opening stage.

- Handled VIP guests such as members of the Royal family

**EXECUTIVE HOUSEKEEPER**

**Lancaster Hotels Manila**

Shaw Boulevard, Mandaluyong City

April 2008 – October 2008

- Was part of the pre-opening team with 8 room attendants, 2 supervisors, and public area staff.
- Maintained cleanliness and organization within the entire establishment including guest rooms and public areas.
- Conducted training for the housekeeping staff.
- Opened and turned back newly enrolled units for additional hotel bookings

**EXECUTIVE HOUSEKEEPER**

**Alta Vista de Boracay**

Boracay Island, Malay, Aklan

October 2007 – February 2008

- Was part of the pre-opening team for a 500-room hotel with 3 supervisors and 7 room attendants.
- Conducted regular and thorough inspections of the facility including rooms and public areas.
- Maintained inventory of cleaning supplies and ordered supplies as needed.

**HOUSEKEEPING SUPERVISOR**

**Hyatt Hotel and Casino Manila**

Waterfront Road, Subic

March 2004 – 2008

- Was part of the pre-opening team of a 300-room resort with 12 room attendants.
- Facilitated the full turnover of the hotel, restaurants, and function halls, working and scheduling deep cleaning before hotel opening.
- Conducted housekeeping training and standard applications to staff.
- Updated status of rooms through OPERA.

**HOUSEKEEPING SUPERVISOR**

**Grande Island Resorts**

Waterfront Road, Subic

March 2004 – May 2004

- Was part of the pre-opening team of a 120-room resort with 12 room attendants.
- Facilitated the full turnover of the hotel and chalet rooms.
- Conducted housekeeping training and standard applications to staff.
- Updated status of rooms through OPERA.

**ROOM ATTENDANT**

**Holiday Inn Galleria Manila**

Ortigas Center, Pasig City

March 1994 – March 2004

- Cleaned 14 hotel rooms and 2 suites daily.
- Maintained and monitored room amenities, house linen laundry, and guest laundry.
- Received a total of 7 guest commendations from guests.

- Loyalty Service - 10 years

## **SPECIAL TASKS AND PROJECTS**

### **1. Hospitality Innovators, Inc.**

Supported pre-opening of the following properties

- The Exchange Regency
- Y2 Residences
- AZUMI Boutique Hotel
- The Henry Cebu and Manila
- RAMADA
- ACEA. Subic
- The Sphere Residences

### **2. Independent Consultancy Seminars and Training**

2023

One Euphoria  
Clark, Pampanga  
Housekeeping Department

2015

Aziza Paradise Hotel  
Puerto Princesa, Palawan  
Housekeeping Department

2015

Casa BLANCA  
Legaspi , Albay, Bicol  
Housekeeping Department

## **EDUCATION**

### **College**

Jose Rizal College  
BS Management  
Attended 1996-1997

### **Vocational**

Manpower Training Center  
Vocational Course in Hotel and Restaurant Services

### **High School**

Jose Rizal College  
Graduated 1991

**Elementary**

Don Bosco Technical College  
Graduated 1987

**TRAINING AND SEMINARS ATTENDED****Hospitality Innovators Inc.**

1. ARISE-Seminar Series 2016
2. Philippine Red Cross 2016
3. John Robert Powers 2014

**EL NIDO RESORTS**

1. Management Training
2. Fire and Safety Seminar 2010
3. Philippine Red Cross

**HYATT HOTEL and CASINO MANILA**

1. Service Excellence 1-4
2. Seminar Series 2004-2006
3. Fire and Safety Seminar

**THE MANILA HOTEL**

1. F&B Division and Housekeeping Department  
May 10 – May 29, 1993