JOB DESCRIPTION

Housekeeping Supervisor

JOB SUMMARY:
Support the Executive Housekeeper and other cleaning staff in all duties of housekeeping operations. The Assistant Executive Housekeeper will coordinate, schedule and supervise housecleaning staff, inspect building areas for proper cleaning, and inventory cleaning supplies. The Assistant Executive Housekeeper will inspect guest rooms prior to guest arrival to insure that all rooms meet the Company Standards of Excellence as well as health code standards. The Assistant Executive Housekeeper will provide on-the-job training, coordinate the housekeeping schedule and facilitate communications among guests, housekeeping staff and other hotel managers.

Job Duties:

• Generates daily occupancy reports to create daily cleaning schedules.

• Assigns workers their duties and inspects work for conformance to company standards of cleanliness.

• Works in concert with the Front Desk to update room status.

• Working knowledge of Property Management software, housekeeping portion, to properly understand room statuses and delegation of room assignments for
• room attendants.
• Oversees lost and found and proper recording, storage, and communication to various departments.
• Completes and ensures guest requests for cleaning times or specifications are met in a timely manner.
• • Attends necessary meetings, both departmentally and inter-departmentally, to ensure
• Advises Front Desk of rooms ready for occupancy.

• Investigates complaints regarding housekeeping service and equipment, and takes corrective action.

• Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.

• Inventories stock to ensure adequate supplies.

• Evaluates records to forecast department personnel requirements.

• Makes recommendations to improve service and ensure more efficient operation.

• Maintains department budgetary goals.

• Examines rooms to determine need for repairs or replacement of furniture or equipment, and makes recommendations to management.

• Review scheduling with Executive Housekeeper, based on demands of hotel, and properly maintain levels of staffing therein.
• Maintains par levels of inventory of cleaning supplies, linens, and brand required room materials and elements, to ensure brand standards and consistency measures are met.
• Provides, fosters, and educates staff on a safe work environment, including proper storage of chemicals and materials needed for daily room cleaning.
• Daily inspection of all rooms to ensure cleanliness and brand standards are consistently being met and room attendants are completing tasks in a timely fashion.
• Issues supplies and equipment to workers.
• Establishes standards and procedures for work of housekeeping staff.
• Attends weekly staff meetings to discuss company policies and patrons’ complaints.
• Maintains daily records of work assignments.
• Maintains logs of scheduled services.
• Performs cleaning duties in cases of emergency or staff shortage.

Job Requirements:

• Minimum of 3-5 years housekeeping supervisory experience.
• Upscale resort/hotel experience is preferred.
• Must be professional, articulate, friendly, and punctual.
• Possesses and exhibits the drive to provide exceptional Member/Guest service.
• This position often requires 40+ hours per week and must be able and available to work a flexible schedule including days, nights, weekends and holidays.
• Must be able to stand/walk for 8 hours; bend, push, pull; lift 30 lbs.
• Proficient in computer skills including POS systems, Word and Excel.
• Professional appearance appropriate for a premier resort.

Skills:

• Able to work at a rapid pace while maintaining attention to detail; ability to multi-task
• Must have good supervisory skills.
• Must have good communication and ability to promote sales.
• Must be skilled in time management.
• Must have teaching and motivational skills.
• Bi-lingual in Spanish strongly preferred.

Attitude:

• Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the Members/Guests and exceed their expectations.
• Must be flexible and able to adjust to meet the changing needs of the company.
• Must maintain a level of professionalism and communicate effectively.
• Must show enthusiasm for the job.
• Must be considerate, patient and willing to help out fellow employees. Lead by example.
• Must have a good self-image and be able to command the respect of the employees.
• Must be able to tolerate pressure and work calmly and efficiently during busy times.
• Must handle guest complaints according to company policies and procedures.
• Possess the highest work ethics, personal morals and honesty beyond reproach.