

Housekeeping Supervisor

Job Description

Position: Housekeeping Supervisor	Department: Housekeeping	Reporting to: Assistant Housekeeping Manager
Job level: Non-management	Contract: Permanent	Hours per week: 40 hours, 5 days out of 7

Job Purpose:

To **passionately** supervise and support the housekeeping operation with a **collaborative** approach; to providing an exceptional Guest experience with a **progressive** team member approach, **determined** to deliver results and high standards

Job Description

Main objectives:

- To assist the departmental manager with the day to day housekeeping operation in line with brand and company polices, standards and procedures
- To drive the condition of our Guest bedrooms to increase Guest satisfaction
- To drive cleanliness within our public areas to increase Guest satisfaction
- To support the on premise laundry operation to ensure it functions as per the standard operating procedure and in line with demand
- To assist in the inventory of all housekeeping supplies
- To ensure the proper usage of chemicals/cleaning supplies, machinery and departmental linen
- To ensure all housekeeping team members have an up to date learning and development plan with a PDR and 1:1s
- To ensure team members are managed in line with the Employee Handbook and company policies
- To maintain a strong working relationship with all departments and offer support with their operation
- To lead, motivate, train and monitor the Housekeeping team in line with brand and company policy
- To ensure an effective daily communication process with the team
- To use all company systems to maximize the hotel operational efficiency and Guest satisfaction
- To ensure compliance with all legal, company and hotel standards
- To conduct general administrative duties using Microsoft office, internet explorer and the hotel property management system
- To report maintenance and housekeeping issues and to follow up on their status
- To be able to prioritize the work of room attendants, porters and laundry attendants according to business needs
- Any other reasonable request as required by the business

Person Specification

Essential skills and qualifications:

- Previous 1year Housekeeping experience in a 150+ branded hotel
- Previous experience of team member training and motivation
- Passion for driving the Guest experience
- Evidence of problem solving
- Excellent interpersonal and communication skills

Date created:

- Flexible, resilient and able to work under pressure
- IT proficiency

Behavioural Indicators:

Entry

- Personal Attributes (Self Development)
- Functional Skills (Process Management)
- Delivery at Pace (Passion for Customers)
- Personal Attributes (Integrity and Trust)
- Functional Skills (Communication)
- People Skills (Leading a Team)

Skilled

- Personal Attributes (Resilience)
- Personal Attributes (Respect for Others)

Date created: