

JOB DESCRIPTION

Job Title:	Housekeeping (Floor) Supervisor
Responsible for:	Room Attendants, Linen Room Attendant, Turndown Attendants
Responsible to:	Head Housekeeper
Key Liaison:	General Manager, Deputy General Manager, Financial Controller, Heads of Departments, HR, Reception Manager, Reception Team and Kitchen Team.
Key Dimensions:	N° of bedrooms: Rooms Turnover: Rooms Profit: No of Employees in Team

Scope and Purpose of Role:

Consistently achieve the service and product delivery standards for the department with a high degree of customer care and service at all times.

Key Responsibilities:

1. Assume responsibility of the Housekeeping area in the absence of Head / Deputy Head Housekeeper, for all aspects of service throughout the time on duty, ensuring that the labour resources effectively meet the service criteria set for the departments.
2. If required co-ordinate the labour resource in line with budget and business needs, encompassing rotas, forecasting and timesheet control.
3. Monitor and improve delivery of company brand standards and standard operating procedures. Respond to guest needs either directly or indirectly. Resolve any issues to a satisfactory conclusion and report the results to a senior manager or alternatively report the complaint to the senior manager to correct the problem.
4. If required ensure all criteria of the Hand Picked Employee Charter is met in relation to staff accommodation and staff welfare facilities
5. Ensure all procedures are followed in line with the management of linen stock and that any action points from feedback from the stock take is adhered to.
6. Ensure that all equipment is used correctly and is kept clean and in good condition.

7. Maintain regular and effective communication within the team and at all levels by conducting daily briefing sessions and attending hotel meetings when required. To aid in the communication of the Accommodation product information, targets and results to the whole hotel.
8. When required, develop team members through training and coaching that meets the needs of the business and individual needs. Update and record this training in their Hand Picked Personal Portfolio. Deliver the departmental induction to the new employees. Take responsibility for own personal development by attending training sessions and meetings when required and to operate in line with the training or information received.
9. Positively promote sales awareness within the Housekeeping department and maximise sales opportunities by marketing the Accommodation offering / Hotel / Group via raising the profile both internally and externally.
10. Maintain a high standard of cleanliness and hygiene practice in the Housekeeping areas in line with legal and company requirements.
11. Address hazards and follow up maintenance requirements by using the maintenance Defect Log.
12. Carry out all requests, as business need dictates, by member of the management team.

Context:

Environment in which high standards and attention to detail are required. Prioritising daily tasks in line with departmental demands. Meeting stringent health and safety obligations

This Job Description provides an outline of the major focus areas of the Job Role and is not exhaustive and subject to amendment from time to time.

SIGNED: _____ (Job Holder)

NAME: _____

DATE: _____

SIGNED: _____ (General Manager)

NAME: _____

DATE: _____