



JOB DESCRIPTION

Job title: Housekeeping Supervisor

Reporting to: Operations Director

Responsibility for others: Housekeeping staff, cleaners and laundry staff

Overall purpose of the job:

To ensure standards of cleanliness, hygiene and tidiness are maintained throughout the hotel and to manage the housekeeping and laundry department efficiently to maintain standards and control costs.

MAIN DUTIES AND RESPONSIBILITIES

1. To ensure standards of cleanliness, hygiene and tidiness in all Bedrooms /corridors /function rooms /public areas are maintained:
 - a) Supervising the daily cleaning of assigned rooms, bathrooms, corridor areas and public areas to the highest standards. This includes changing bed linen, replacing towels, cleaning bathrooms thoroughly, vacuuming, mopping and dusting daily. Subject to levels of business the housekeeper will be expected to also service rooms.
 - b) Ensuring the upkeep of vacant rooms.
 - c) Replenishing brochures and paper goods throughout the bedrooms/hotel.
 - d) Maintaining an orderly storeroom and trollies.

2. To ensure customer satisfaction is maintained by:
 - a) Ensuring guest laundry is collected, charged and returned to the guest in a speedy and accurate fashion.
 - b) Ensuring guest property left behind is logged and stored in a secure location for lost property.
 - c) Resolving any guest problems or complaints when possible and ensuring management are kept informed.
 - e) Actioning any maintenance requests in order to comply with the hotel's established quality standards and ensure guest satisfaction.

3. To set and maintain standards of service commensurate with the standing of the hotel:
 - a) Managing a stock control and ordering system to ensure availability of stock and cost control to maintain costs to a minimum.
 - b) Attending any appropriate off and on the job training courses.
 - c) Wearing a clean and suitable uniform and name badge at all times.
 - d) Implementing the hotel's good customer relations policy, including politely addressing guests and colleagues at all times

4. To ensure the department is operated within the Legal Framework by:
 - a) Immediately reporting and documenting to management any observed or known safety hazards, conditions or unsafe practices and procedures.

5. Carrying out any other duties as may be reasonably required by management



PERSON SPECIFICATION

Job Title: **Housekeeping Supervisor**

Criteria	Essential	Desirable
Qualifications/ Attainments		First aid, health and safety, manual handling certificates
Relevant Experience	Minimum of 2 years in a housekeeping role with at least 1 year in a supervisory role Experience of running a laundry	Minimum of 1 year as a hotel housekeeper.
Skills and competencies	-Ability to work on own initiative etc. -Ability to work under pressure and resolve problems. <input type="checkbox"/> <input type="checkbox"/> Excellent attention to detail. <input type="checkbox"/> Committed to providing exceptional customer service. <input type="checkbox"/> Ability to motivate a team. <input type="checkbox"/> Physically fit – the role requires medium to heavy lifting and some step ladder/ladder work -Good organisational skills - Excellent written and spoken English	
Circumstances	This role will involve working 5 days out of 7 including weekend work	

Please note we will only accept fully completed Application Forms which provide details of how candidates meet the criteria. To request an application form or for any queries in relation to the above job, please contact reservations on 028 8554 8216.