



Housekeeping Supervisor– Job Description

Title

Housekeeping Supervisor

Reports To

Housekeeping Manager

Summary

Housekeeping Supervisor will be responsible for the supervision and control of cleaning and servicing for all bedrooms, restaurants, function and public rooms in the hotel and homes. Their job duties are critical in the effective supervision of the hotel, as cleanliness is of the highest priority in the hospitality industry. The effective management of subordinate housekeeping employees will be paramount to the success of this position. Leadership, problem-solving, and decisiveness are critical for success in this role.

Core Competencies

- Customer Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

Job Duties

- Ensure that all bedrooms and public rooms are serviced and cleaned daily
- Ensure that vehicles are cleaned daily
- Ensure an adequate supply of clean linen in a good state of repair.
- Ensure that rooms are checked regularly for repairs and refurbishing, and that appropriate maintenance is completed



- Liaise with Housekeeping Manager and notify them of areas in need of attention pertaining to decor.
- Ensure that the most suitably qualified person is appointed in the event of a vacancy - wherever possible this should be an internal promotion.
- Ensure that staff are coached and trained to perform their duties effectively.
- Ensure that attendance registers are completed daily and in accordance with statutory regulations.
- Ensure that adequate supplies of cleaning materials are available.
- Ensure that staff accommodation is kept clean and in a good state of repair

Requirements

- Minimum 2 years in a supervisory role required
- Good problem solving skills and ability to develop conceptual alternatives
- Able to effectively communicate both verbally and in writing
- Basic mathematical skills required
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Strong negotiation skills and understanding of vendor relations including quotation and ordering processes
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Proven Supervisory skills
- Strong morals and ethics, along with a commitment to staff privacy

Working Conditions

- May be exposed to waste, infectious waste, diseases, conditions, etc. that are consistent with hotel housekeeping
- Manual dexterity required to use desktop computer and peripherals
- Overtime as required
- Must be able to lift, push, pull, and move a minimum of 25 pounds
- Must be prepared for winter conditions

