Position: Housekeeping Supervisor

Property: Independence Hotel

Employee Name:

Reports to: Rooms Division Manager

Effective date:

Work hours:

**POSITION SUMMARY:**

Supervises and coordinates activities of room attendants, house attendants, laundry and all housekeeping staff. Assists in the managing and directing of the day–to–day operations of all housekeeping and laundry functions.

Models excellent practices and enforces quality assurance for Housekeeping Department and maintains department cost control measures.

**Responsibility & Authority:**

* Effectively interacts with guests, other departments and housekeeping staff
* Obtains list of vacant rooms, check-outs, stayovers and check-ins to prepare and prioritize work assignments.
* Assigns team members their duties, and inspects work for meeting standards.
* Prepares and distributes the room assignment sheet and floor keys to room boys.
* Maintain clear and efficient communication and coordination with the Front Desk and all departments.
* Establishes schedule for deep cleaning, lobby and public areas, major cleaning projects
* Inventories cleaning supplies & linen stock to ensure adequate supplies.
* Investigates concerns regarding housekeeping service and equipment, and takes corrective action.
* Ensure all meeting room functions are properly [set](https://setupmyhotel.com/homepage/hotel-management-glossary/set.html) up according to the requests indicated on the meeting room/event function sheets.
* Ensures guest room entry and key control procedures are used by the housekeeping staff.
* Assists in controlling expenses by the housekeeping department.
* Maintain high quality of housekeeping standards in:  1) the guest rooms 2) linens and uniforms 3) lost and found procedures 4) laundry and 5) public area.
* Co-ordinate with vendors e.g.: Pest control and other outsource services.
* Attend to any guest complaints and take service recovery measures if required.
* Submit requests for repair and periodic maintenance of cleaning equipment.
* Prepares store requisition, purchase other supplies and equipment, also monitor [par](https://setupmyhotel.com/homepage/hotel-management-glossary/par.html) stock on all housekeeping guest supplies and linens.
* Select, staff, recruit, hire, and train qualified housekeeping candidates.
* Attends training seminars to perfect housekeeping techniques and procedures, and enhance supervisory skills.
* Records data concerning work assignments, personnel actions, and time cards, and prepares periodic reports.  May prepare reports concerning room occupancy, payroll expenses, and department expenses.
* Attends periodic staff meetings with other department heads to discuss company policies and patrons’ complaints, and to make recommendations to improve service and ensure more efficient operation.
* Orient and familiarize new personnel with hotel facilities and operating hours.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. The employee must be able to see differences in widths and lengths of lines such as those on graphs. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

ENVIRONMENTAL CONDITIONS: *Inside*: Protection from weather conditions but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75 percent or more of the time inside.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

* Must be able to work effectively in a stressful environment, communicate well with others, effectively deal with guests, and accept constructive criticism from supervisors.
* Must be able to read and understand instructions, safety rules, etc.  Written and verbal communications.

Employee Signature:

Manager Signature: