JOB OVERVIEW:
Supervise, train and inspect the performance of assigned Floor Supervisor, Rooms Control, Floor Attendant, Guest Room Attendant, Turndown Attendant, Uniform Supervisor, Uniform Attendant, Seamstress, Linen Room Attendant, Public Space Supervisor, and Public Space Cleaner ensuring that all procedures are completed to the hotel's standards. Assist where necessary to ensure optimum service to guests.

REPORTS TO: Executive Housekeeper.

SUPERVISES: All Housekeeping staff.

WORK ENVIRONMENT:
All guest room guest corridors, guest rooms, elevators, stairwells, service areas, linen closets, staff restroom, vending areas, and storage closets.
Job involves working:
- Under variable temperature conditions (or extreme heat or cold).
- Under variable noise levels.
- Outdoors/indoors.
- Around fumes and/or odor hazards.
- Around dust and/or mite hazards.
- Around chemicals.
- Bio-hazard.

KEY RELATIONSHIPS:
Internal: Staff in all departments.

External: Hotel guests/visitors and outside contractors.

QUALIFICATIONS

Essential:
1. ____ years experience as a supervisor.
2. Supervisory experience in hotel industry.
3. Knowledge of proper cleaning techniques and chemical handling, requirements and use of equipment.
4. High school graduate or equivalent vocational training certificate.
5. Fluency in English both verbal and non-verbal.
6. Provide legible communication.
7. Compute mathematical calculations.

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8. Ability to:
   - Willing to perform job functions with attention to detail, speed, and accuracy.
   - Ability to prioritize and organize tasks.
   - Ability to think clearly, can remain calm, and solve problems using good judgment.
   - Ability to follow specific directions thoroughly.
   - Desire to understand guests’ service needs.
   - Ability to work cohesively with co-workers as part of a team.
   - Ability to work with minimal supervision.
   - Ability to maintain confidentiality of guest information and pertinent hotel data.
   - Ability to ascertain departmental training needs and provide such training.
   - Willing to direct performance of staff and follow up with corrections when needed.

Desirable:
1. Fluency in a foreign language, preferably ________.
2. Previous guest relations training.
3. Ability to input and access information in the property management system/computers.

**PHYSICAL ABILITIES**

Essential:
1. Exert physical effort in transporting _____ (_____ pounds) to ________.
2. Endure various physical movements throughout the work areas.
3. Reach _____ inches/feet.
4. Satisfactorily communicate with guests, management, and co-workers to their understanding.

Desirable:

**ESSENTIAL JOB FUNCTIONS**

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate internal/external guests’ needs, respond promptly, and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive internal/external guest relations at all times.
5. Resolve internal/external guest complaints, ensuring internal/external guest satisfaction.
6. Monitor and maintain cleanliness, sanitation, and organization of assigned work areas.
7. Maintain complete knowledge at all times of: status of hotel room count, group arrival, VIP’s, special events, and knowledge of job responsibility of staff.
8. Ensure that assigned staff have reported to work and clocked in properly; document any late or absent employees.

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10. Coordinate breaks for assigned staff.
11. Prepare and distribute assignment sheets to assigned staff and review priorities.
12. Assign designated keys, radios, and beepers to assigned staff. Maintain accurate record of such and ensure security of keys.
13. Communicate additions or changes to the assignment sheets as they arise throughout the shift.
14. Inspect guest rooms, guest corridors, elevator foyer area, vending area, service areas including linen closets, staff restroom, and storage area.
15. Check all staff for proper work attire/grooming.
16. Check all equipment used by immediate staff under their responsibility for proper supplies, neatness, cleanliness, and mechanical problems. Instruct designated personnel to correct deficiencies.
17. Inspect public areas/bathrooms, restaurants, spa, pool area, offices, and service areas after being cleaned by respective personnel, using designated checklists. Directly contact respective personnel and relay any deficiencies to be corrected.
18. Assist staff with their job functions where needed to ensure optimum cleanliness and service standards for guests.
19. Complete work orders for maintenance repairs and submit to Engineering directly for urgent repairs.
20. Accommodate internal/external guest requests for items or additional supplies expediently and courteously. Follow up on delivery and return of all such items.
21. Conduct training of staff as assigned.
22. Provide feedback on staff performance to manager. Report disciplinary problems to manager and participate in the counseling of employees.
24. Properly clock out staff making any adjustments needed.
25. Complete all paperwork and closing duties before leaving. Review status of assignments and any follow-up action with manager and/or on-coming supervisor.

SECONDARY JOB FUNCTIONS

1. Assist in other areas of Housekeeping as assigned.
2. Attend designated meetings.

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STANDARD SPECIFICATIONS

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

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