

POSITION DESCRIPTION

Position: Housekeeping Supervisor

Position objectives:

Assisting and overseeing the daily cleaning of accommodation rooms and public areas as well as staff training and development, stock ordering and control
Act as an ambassador for the hotel and town/city, region and state at all times
To maintain optimal hygiene standards through correct training of staff, quality control of suppliers and up to date chemical product knowledge and Work, Health and Safety standards
To maintain effective and strong communication lines between department heads to ensure best possible cleanliness and service to our guests
Maintain rostering and wage control in line with demand

Principal Responsibilities:

Maintain high levels of customer service within the hotel on a daily basis
Supervising guest service employees of a lower grade
Train and co-ordinates the work of employees engaged in a housekeeping department
Overseeing and assisting in the coordination of the daily cleaning of hotel rooms and public areas to the highest standard
'Hands on' approach to Housekeeping including the cleaning of rooms when required
Staff rostering with set budgets, training and development
Stock ordering and control aligned with current approved suppliers
Implement strategies aimed at cost minimisation, productivity maximisation without reduction of quality standards
Ensure operation runs within outlooked financial framework
Implement and maintain performance management and training systems to ensure that associates have the necessary framework and skills to perform their job efficiently and effectively
Ensure high customer satisfaction through maintaining brand standards and implementing initiatives to drive the guest experience
Optimal hygiene standards through correct training of staff, quality control of suppliers and up to date chemical product knowledge and safe handling techniques.
Maintaining effective and strong communication lines between department heads to ensure the highest standard of cleanliness and service to our guests
Maintain a clean safe working environment and identify any potential hazards and report any maintenance
Organisation, training and supervision of housekeeping staff
General maintenance duties when required
Understanding and commitment to Work, Health & Safety
Follow Standard Operating Procedures (SOPs) and / or Safe Work Procedures (SWPs) for all areas of the hotel at all times
Any other duties directed by Management

Organisational Relationship:

Reporting directly to the Hotel Manager
Working closely with all team members

Extent of Authority:

Authority and expectation to use your initiative in relation to all aspects of your role as outlined in the position description

Performance Skill Standards:

Performance will be measured upon the ability to consistently produce high standard of presentation in accommodation rooms and public areas. Leading by example, projecting a positive attitude towards work at all times, being well groomed and punctual are all key indicators.

Maintain a safe working environment through training and adherence to policies and procedures.

Performance will essentially be measured by the performance of the Housekeeping and Cleaning team, and the costs associated in line with budget and levels of the business.

Good communication skills as well as timely and accurate reporting to upper management on maintenance problems and request.

Maintain up to date knowledge of current/new systems in relation to cleaning, chemicals and Work, Health and Safety procedures

Ensuring that all relevant industry legislation is adhered to including; Hospitality Industry General Award, National Employment Standards, Fair Work Act, HACCP standards, Work, Health and Safety policies and procedures and hotel policies and procedures

Acceptance:

I have carefully read this position description. I confirm that I have the skills and experience required and accept this position.

Signature: _____

Date: ____/____/____

Name: _____

Date of Commencement: ____/____/____