



## Housekeeping Supervisor

- Responsibilities for the Position:
- Assist the Housekeeping Manager in leading the housekeeping team.
- Help the staff to provide 4 Diamond Service to all guests.
- Ensure that all guest rooms and guest areas are clean according to Preferred Standards, and supervise the daily tasks of the housekeepers / house person/ public spaces attendant as much as needed.
- Responsible for supervising the turndown attendants, conducting monthly inventories, and assisting the Housekeeping Manager with additional projects for the betterment of the property.

### Essential Duties / Job Requirements:

- Must ensure that all details of the guest rooms are held according to our Preferred Standards, including but not limited to linens, towels, carpet, tile, walls, glass and appliances, and furnishings.
- **Two years of prior experience in housekeeping is preferred.**
- Must be able to work in a high paced environment without compromising attention to detail.
- Must be able to train employees effectively and recognize the need for coaching and counseling.
- Ability to lift and carry 50 pounds for 100 yards.
- Ability to make quick decisions and possess good judgment.
- Must be able to walk / stand for extended period.
- Must be able to assist guests with any challenges to create a positive and memorable experience.
- Good listening skills required.
- Good interpersonal skills required.
- Ability to work well with a team and individually without constant supervision.
- Ability to multi-task in a very high paced environment.
- Ability to remain calm and professional at all times.
- Impeccable attention to detail.
- Creative problem solving skills.
- Excellent organizational skills.
- Exceptional Management time skills.
- Must be knowledgeable of all in-house events and resort activities.
- Report all safety hazards and suspicious activities to Manager.
- Know and understand all safety procedures and expectations as well as know their role in an emergency event.
- Solid understanding of the different operations of the department as well as interdepartmental communication with Engineering, Food and Beverage, and the Front Desk.

Material and Equipment Directly Used:

- Telephone
- Computer / printer / fax machine
- Cleaning supplies
- Cleaning chemicals
- Vacuums
- Laundry carts

Education/Experience Requirements:

- High School degree or equivalent
- **Previous experience in hospitality management preferred**

Physical Demands:

- While performing duties for this job, the employee is regularly required to stand, use hands and fingers, reach with hands and arms. Also, is occasionally required to sit, climb or balance, talk or hear, and smell. The employee is frequently required to walk or stoop, kneel, crouch or crawl. The employee at times must lift or move up to 50 pounds. Specific vision abilities are required by this job, which include distance vision, close vision, and peripheral vision.

**NOTE:** This job description has been designed to indicate the general nature and level of work performed by employees within this job. It is not to be interpreted as a comprehensive inventory of all duties and responsibilities required of the designated employee.

This hotel operates seven (7) days a week, twenty four (24) hours a day. At times it may be necessary to move an associate from one shift to another, if business demands; this includes but it is not limited to, changing the number of hours worked to either exceed or decrease below forty (40) hours.