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| Job Band – 4  Hotel Level – II - V | Department – Rooms Division  Reports to – General Manager |

Welcome to ABC HOTEL. Now that you’re part of our family, let’s explain the role you will play.

## What’s the job?

## As Executive Housekeeper, you’ll keep all aspects of housekeeping and laundry running smoothly - and ensure high standards are met to deliver memorable and unique guest experiences.

## Your day-to-day

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| **Guest experience**   * Make sure the quality of housekeeping and laundry services is always superb - we have standards - but it’s down to you to make rooms special and memorable for guests * Schedule routine inspections of all guest rooms and public areas to ensure furnishings, rooms, equipment, linens, public restrooms, lobby, etc. are clean and in good repair to meet guest satisfaction * Carry out special requests from guests, VIPs, repeat visitors and club members * Help guests with their questions and complaints to achieve complete guest satisfaction * Look smart - wear your uniform with pride | **People**   * Direct daily activities, plan and assign work ensuring you always have the right staffing numbers * Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues - recognise good performance * Educate and train all team members in compliance with federal, state and local laws and safety regulations. Ensure staff are properly trained and have the tools and equipment to carry out job duties * May assist with deep cleaning projects and/or assist housekeeping staff during high volume periods |
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| **Financial**   * Help prepare and monitor the hotel’s annual budget with a focus on increasing profitability * Maintain proper inventory levels managing cost per room for supplies and labour Carry out the special requests from guests, VIPs, repeat visitors and club members | **Responsible business**   * Maintain and order supplies and equipment whilst minimising waste and maintaining “green” initiatives (example: container recycling, and cleaning agents) * Reunite items with owners - and log any lost and found property * Perform other duties as assigned. May also serve as manager on duty |

## What we need from you

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| * High School Diploma / secondary education / equivalent * Four years' housekeeping/laundry experience preferably in a hotel of similar size, including supervisory experience. Some college preferred | Must be fluent in local language and other languages preferred |

## How do I deliver this?

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| We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It’s what connects every colleague in all ABC HOTEL® hotels.   |  |  | | --- | --- | |  | | | Each ABC HOTEL® hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.   * True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests * True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay * True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs * True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner | There’s so much more to the job than we can capture here. It’s simply about creating great experiences, doing the right thing and understanding people. | |

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

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| Employee Name (Print) |  | Employee Signature |  | Date |