**JOB DESCRIPTION**

**JOB TITLE : Public Supervisor**

**DEPARTMENT : Housekeeping**

**LEVEL : 5**

**REPORT TO : Executive Housekeeper**

**Main responsibilities**

* Reports for work on time wearing a clean and tidy uniform and neatly groomed per standards
* To participate in the daily briefing with the Executive Housekeeper or Assistant Executive Housekeeper
* To understand and strictly adhere to the rules and regulations established in the Employees Handbook.
* To understand and strictly adhere to the hotel’s policy on fire, hygiene, Health and safety and to handle all equipment, utensils and uniforms with care
* To maintain a high standard of personal appearance and hygiene at all times.
* To maintain a good rapport and working relationship with staff of all other departments.
* To provide a courteous and professional service at all times.
* Introduces all new staff to Housekeeping facilities and services and explains all policies, tasks, procedures and standards to ensure the highest standard of service
* Administers staff schedules to ensure sufficient staff to cover workload and to minimize overtime payment
* Prepares a checklist of cleaning tasks for Public Area Attendants to use while cleaning and maintaining all Hotel public areas.
* Demonstrates to all Public Area Attendants how to perform each task in job description according to resort service standard
* Supervises the work of public area attendants and assists when necessary.
* Inspects all public areas to ensure that resort standards are met for cleanliness, function and aesthetic value
* Provides Public Area Attendants with current information about Hotel facilities, services and special events who can make recommendations to guests
* Ensures all equipment and machinery are cleaned and maintained in good condition and stored correctly
* Submits to Assistant Executive Housekeeper regular reports on required equipment repair.
* Responds to guest requests and immediately handles problems and complaints regarding all public areas
* Provides assistance to guests in all resort emergency evacuation and medical procedures
* Ensures high standards of personal appearance and hygiene with clean and pressed uniforms and name badge as described in the staff handbook for all Public Area Attendants
* Reports any health and safety hazards to Assistant Executive Housekeeper and Exec. Housekeeper
* Performs any other duties when assigned by Assistant Executive Housekeeper or Executive Housekeeper.

**Requirements**

* Minimum of 02-year experiences in a similar role with preferable previous experiences in a four and five-star hotel
* Good English communication
* Great personality and positive attitude
* Good knowledge about cleaning machines and well operate them
* Computer literate
* Good communication and training skills
* Energetic, friendly, flexible, motivated and able to work independently

I have read and discussed the above with my Manager and I fully understand the description of my position.

**Name of Employee**

**Date Received**

**Signature**