**JOB DESCRIPTION**

**JOB TITLE** **: Housekeeping Supervisor**

**DEPARTMENT : Housekeeping**

**LEVEL : 5**

**REPORT TO : Executive Housekeeper**

**: Assistant****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
* 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.
* Allocate daily rooms and deep cleaning tasks to team members.
* Ensure all guest rooms are ready and clean for each guest checking in
* Ensure all amenities are set up in all rooms
* Check room occupancies and provide special attention to guest needs, make sure all equipment and electric device in guest room working well
* Manage guest’s requirements including providing VIP amenities and co-ordinating to relevant team members.
* Operate lost and found procedures.
* Ensure all pantry/store are locked, guest floor corridor is well cleaned
* Assist with the monthly inventory of housekeeping products and equipment
* To attend and contribute to all staff meetings and other related activities.
* Supervise room attendants, public attendants and uniform attendants
* Perform routine inspections of all public areas, service areas, and storerooms.
* Schedule and supervise deep cleaning floor, glass surface and any other projects.
* Maintain complete knowledge of correct maintenance and use of equipment/machines
* Efficiently manage stock control and the maintenance of all equipment.
* Perform routine inspections of operations of the Linen/Uniform Room.
* Ensure quality controls are in place for all linen processes, rejecting any exceptions.
* Report maintenance issues to Maintenance/Engineering Department.
* Assist Executive Housekeeper with training requirements.
* Assist other departments when necessary and maintain good working relationships.
* To undertake any other reasonable tasks and secondary duties as set by Management

**Requirements**

* Minimum of 02-year experiences in a similar role with preferable previous experiences in a four and five-star hotel
* Good command of English communication
* Great personality and positive attitude
* Good time management skills
* 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**