**JOB DESCRIPTION**

**JOB TITLE : Assistant Executive Housekeeper**

**DEPARTMENT : Housekeeping**

**LEVEL : 4**

**REPORT TO : Executive Housekeeper**

**Main responsibilities**

* Ensures that all Housekeeping staff perform duties in accordance with hotel policy
* Assists the Executive Housekeeper in formulating and establishing plans for all aspects of Housekeeping management and operation.
* Represents the Housekeeping Department when Executive Housekeeper is not available.
* Assists the supervision of Housekeeping staff to ensure that all daily activities meet compliance with housekeeping procedures and service standards.
* Plans and coordinates an action plan for daily work schedules including special activities and reports depending on occupancy.
* Distributes and supervises the daily work schedules, reports, and assignments to Housekeeping staff.
* Ensures all occupied rooms are cleaned and prepared for guests on a daily basis.
* Ensures key control procedures are followed and ensures that all keys are returned at the end of each shift.
* Supervises a daily inspection program to ensure guest rooms, back of the house and public areas are clean and supplied with necessary items and services.
* Liaises with Floor Supervisor, Public Area Supervisor, Linen Supervisor and Laundry Supervisor to coordinate planning and scheduling for regular activities.
* Conducts regular inventories of linen, supplies and uniforms ensuring required stocks are maintained.
* Stores safely and maintains all equipment, supplies and chemicals as required.
* Recommends to the Executive Housekeeping renovation and repair needs for rooms and public areas.
* Reports problems with materials and equipment to Executive Housekeeper.
* Responds to guest requests and immediately handles problems and complaints about housekeeping functions to maximize guest satisfaction.
* Administers staff rosters and schedules to ensure all Housekeeping functions are maintained and to minimize overtime payment.
* Assists the Department of Human Resources with the recruitment of all Housekeeping staff setting both tasks and qualifications.
* Recommends promotions, transfers and dismissal of all Housekeeping staff to Executive Housekeeper.
* Conducts regular meetings with Housekeeping staff to assist in the efficient and smooth operation of the department.
* Assists with performance appraisals of all Housekeeping staff and prepares guidelines and time frames for improvement.
* Participates in all staff and training meetings as required.
* Assists with the training of staff in coordination with the Training Department to achieve the highest standard of service and guest satisfaction.
* Instructs Housekeeping staff on emergency procedures relating to fire, theft, accident, medical emergency and other threats to hotel and guest security
* Ensures high standards of personal appearance and hygiene, clean and pressed uniforms and name badge as described in staff handbook for all Housekeeping staff.
* Maintains a high standard of hygiene and sanitation throughout all service areas.
* Reports any health or safety hazards to the Executive Housekeeper.
* Performs other duties as assigned by the Executive Housekeeper.

**Requirements**

* Bachelor’s degree/certificate in a related major and 3 – 5 working experience, especially in hospitality
* Good command of English communication
* Great personality and positive attitude
* The ability to build good working relationships with colleagues at all levels.
Good time management skills
* Computer literate, knowledge of PMS
* 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**