

## **JOB DESCRIPTION**

**POSITION:** Housekeeping Supervisor

**DEPARTMENT:** Housekeeping

**REPORTING TO:** Managing Director

### **SUPERVISORY**

**RESPONSIBILITY FOR:** All full and part-time housekeepers

### **OVERALL OBJECTIVE:**

To ensure all accommodation and public areas are presented to a high standard of cleanliness and presentation, delivering great customer service and maximising guest satisfaction. To ensure that health and safety policies are adhered to and accurate housekeeping records are kept with regard to housekeeping suppliers to maximise the efficiency of the department.

### **DUTIES:**

- Establish and maintain high standards of cleanliness for the hotel bedrooms, public areas and linen stores as directed by the MD.
- Take responsibility for the supervision of all housekeepers and provide support and training where necessary to ensure high standards are maintained.
- Communicate regularly with all housekeepers to ensure that they work cooperatively and that they are kept up to date with hotel occupancy, stays and changeovers.
- Train new and existing housekeepers to carry out their duties to meet departmental standards previously agreed with the MD. This includes advising members of staff of any changes that may occur.
- Ensure that all guests' enquiries and requests are dealt with promptly and efficiently.
- Encourage guests to complete guest questionnaires and use feedback to change and improve the standard of service provided to guests.
- Maintain adequate supplies of linen for all accommodation and food and beverage departments. This includes liaising with different department heads to meet the requirements of forthcoming business.
- Accurate recording of incoming and outgoing linen to ensure correct invoicing by the nominated linen company. This includes reporting of any discrepancies on deliveries or on invoices and below-standard linen supplies.
- Produce a fortnightly rolling rota by Wednesday of each week.
- You may be required to train as a company first aider and administer first aid to employees and clients if necessary

- Take part in regular monthly inspections of all housekeeping areas with the Managing Director to maintain existing standards within the housekeeping department.
- Liaise with the reservations department on a daily basis to ensure allocated rooms are available for guests to check in.
- Order housekeeping and guests' supplies as and when required.
- Carry out stock checks and audits and/or in association with the nominated linen supplier.
- Report all maintenance problems regarding defective equipment and damage to any accommodation areas to the maintenance team. This includes taking any defective equipment out of service to prevent further damage or risk to guests and staff.
- Ensure housekeeping emails are checked on a regular basis throughout the day and that enquiries are dealt with promptly and efficiently.
- Ensure the Company's health and safety policy is adhered to. This is with particular reference to COSHH, RIDDOR and accident reporting.
- Carry out any reasonable request made by the Management and Directors of the Golf Club.
- Ensure all housekeepers adopt and comply with environmentally friendly policies and procedures including reduce, reuse and recycle working practices.