PREDATOR RIDGE

Housekeeping Manager
Job Description

Purpose
Reporting to the Rooms Manager, this position leads and motivates a team tasked with ensuring consistent high standards of cleanliness and service throughout resort accommodation.

Responsibilities and Accountability
- Ensure housekeeping procedures and training checklists are in place, maintained and adhered to.
- Ensure team is trained, motivated and focused.
- Monitor guest satisfaction and address feedback efficiently and effectively for the benefit of guests, owners and coworkers.
- Create accurate budgets, manage labor, conduct regular inventory checks & audits, and develop progression plans.
- Coach, manage job performance and conduct regular reviews.
- Report deficiencies in a timely manner and maintain detailed logs.
- Coordinate with vendors and suppliers to ensure focus is on cost saving measures and quality products.
- Ensure deep cleaning project tracking & accurate billing is in place.
- Participate in regular team meetings and promote an open door policy.
- Work and communicate in a professional manner, assisting as necessary to develop team spirit and to achieve standards of work and guest care.
- Actively promote Predator Ridge and facilities while contributing to the smooth operation and overall profitability.
- Maintain a clean and well-organized work area.
- Ensure policies and standard operating procedures are followed consistently and look for areas of opportunity.

Position Requirements
- Prior Supervisory experience, excellent interpersonal skills with proven ability to lead a team and manage conflict.
- Prior experience in housekeeping/custodial tasks.
- Be physically fit with the ability to lift and carry 30 lbs.
- Must be highly organized with strong attention to detail.
- Must have effective time management skills and be able to work in a fast paced environment with multiple interruptions.
- Must be able to follow written and verbal instruction, work with minimal supervision and demonstrate honesty and integrity.
- Must be flexible in hours and days available to work.

This job description has been designed to indicate the general nature, essential duties and responsibilities of work performed by team members in this position. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications.