



## Job Description

**Position:** Executive Housekeeper  
**Reports to:** General Manager

**FLSA Exemption Status:** Exempt

**Job Summary:** The Executive Housekeeper's job outlook involves planning, organizing, and developing of the overall operation of the housekeeping department in accordance with Company and franchise standards as well as federal, state, and local standards and guidelines. Must ensure the highest degree of quality guest care is maintained at all times. This list is not an exhaustive list. A job description is not a definite overview of the expected duties. Items can be added in the future depending on the departmental development. The holder of this statement can so be asked to take on other tasks in addition to the ones stated.

### **Qualifications:**

- Must have hotel experience.
- Strong housekeeping/laundry experience required.
- Must be able to pass a criminal background check and drug test.
- History of proven leadership skills.

### **Skills and specifications:**

- Friendly personality
- Excellent interpersonal and communication skills
- Organized
- A keen eye for detail
- Ability to work well under pressure
- Works independently and as part of a team
- Ability to accurately record information
- Enjoys working with and helping people
- Accountable
- Maintains a professional manner with guests, employees, managers, etc.

### **Essential Duties & Responsibilities:**

#### **Property Appearance**

- Obtain list of vacant rooms which need to be cleaned immediately and list of prospective check outs in order to prepare work assignments.
- Assigns housekeeping and laundry workers their duties and inspects sleeping rooms, bathrooms, hallways, common areas, elevators, stairwells (i.e. inspects overall cleanliness of hotel). All areas of the hotel must be clean, hygienic, attractive, and orderly.
- Updates room status's in the property management system (PMS)

#### **Financial**

- Responsible for effectively costing out housekeeping and laundry schedules.
- Inventories stock to ensure adequate supplies and linen.
- Issues supplies and equipment to workers.

#### **Guest Satisfaction**

- Promotes Veritas Hospitality Group's 100% Commitment to providing Extraordinary Service to our guests throughout the property. Instills the 100% guest satisfaction objective in hourly associates.
- Ensures that all guest related issues are resolved in a manner consistent with the Company's goals and objectives.
- Ensures all Company and franchise standards are being followed
- Investigates complaints regarding housekeeping service and equipment and takes corrective action.

#### **Organizational and Time Management Skills**

- Ability to effectively organize multiple projects; manage and prioritize multiple tasks and meet deadlines.

## **Employee Management**

- Recruits qualified applicants. Trains and/or monitors employees in accordance with Company and franchise standards.
- Motivates and gives direction to hourly employees.
- Communicates all policies and procedures to entire staff. Conducts regular meetings to provide various information including Company communications, policy reviews, local property activities, guest feedback, franchise scores, and events, goals, etc.
- Adheres to federal, state and local laws employment related laws and regulations.
- Manages employee personnel forms, including hiring, performance evaluations, payroll and benefits related information, required Federal and State postings, etc.
- Conducts coaching/counseling sessions; performance evaluations; prepares performance improvement plans, disciplinary documentation; conducts terminations.
- Ensures that employee related issues are resolved in a manner consistent with Company policies.
- Ensures all employee documentation is scanned in a timely manner to Human Resources.
- Conducts orientation training of new employees to explain Company policies, housekeeping and laundry procedures, and demonstrates correct use and maintenance of equipment.
- Records data concerning work assignments, personnel actions, and prepares periodic reports.

## **Miscellaneous**

- Maintain and tracks "Lost and Found" system.
- Provides relief back up for housekeeping and laundry.
- Instills a high level of integrity with staff.
- Conducts business matters in a professional, ethical, and courteous manner.
- Dresses in an appropriate professional style in accordance with Company and franchise standards.
- Assigns special projects to housekeeping and/or laundry staff as needed.
- Additional tasks and/or projects may be assigned by the General Manager.
- Attends training seminars to satisfy franchise and Company standards.
- Attends periodic staff meetings with other departments to discuss company policies and guest feedback.

## **Language Skills**

- Ability to read and speak the English language and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one on one and small group situations to customers, clients, and other employees of the organization.
- Ability to effectively communicate professionally with guests, associates, supervisors, and others as required for optimum operation of the property. Conversational Spanish would be beneficial.

## **Computer Skills**

- To perform this job successfully, an individual should have the ability to use email and a basic knowledge and understanding of Microsoft Office; payroll time keeping systems will be trained at property; PMS systems and internet software.

## **Attendance/Punctuality**

- Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

## **Dependability**

- Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

## **Adaptability**

- Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

## **Diversity**

- Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

**Safety and Security**

- Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Physical Demands of the Position**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; talk or hear; and taste or smell. The employee frequently is required to reach with hands and arms. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**By signing this document outlining my job description, I am affirming that I understand my responsibilities and do not have any unanswered questions or concerns.**

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Employee Name

Signature

Date