

Hotel Teatro Position Description

Position: Housekeeping Supervisor	Department: Rooms Division
Status: Non-Exempt	Reports to: Hotel Manager

Position Summary:

The Housekeeping Supervisor ensures S-Diamond cleanliness in all areas of the hotel. The supervisor's main focus is checking guest rooms and guest hallways, but can include meeting rooms and public spaces as well.

Essential Functions of the Job:

- Responsible for the safety and proper handling of staff and equipment.
- Checks all guest rooms cleaned by room attendants ensuring proper cleanliness levels.
- Supervises staff in their work, maintaining high performance levels.
- Assists in disciplinary actions when needed.
- Attends and contribute input to departmental meetings, morning operations meetings, and staff meeting as necessary.
- Checks rooms left vacant from the day before to ensure they are still clean (not dusty, TV guide for correct week, etc.).
- Assists in providing room attendants items needed to complete guest rooms (linen, coasters, coffee, etc.). Communicates immediately with front desk staff regarding guest needs (requests for service, vacant rooms needed for incoming guests, requests for pillows, rollaways etc.).
- Communicates effectively and immediately any situations which may require management assistance. This may
- include employee-related issues as well as guest issues.
- Inspects rooms for arriving VIP guests- involving the engineering department if necessary.
- Opens and closes the housekeeping department using the computer.
- Assists in maintenance and cleanliness of departmental areas.
- Supervises the care of equipment; minimizes waste, breakage and misuse.
- Assists in training.
- Properly uses cleaning chemicals/equipment with adequate training.
- Alerts departmental manager when items are missing or in poor/unsatisfactory condition.
- Communicates with staff regularly; seeks staff input on improving operations.
- Maintains professional appearance and conduct at all times. Ensures staff's appearance and conduct is impeccable.
- Demonstrates working knowledge of safety and fire procedures.
- Reports maintenance issues on appropriate forms as necessary
- Assist in emergency and security procedures as directed by management and the established emergency plan.

Additional Job Duties:

- Complete tasks and projects delegated by your manager and assist other departments as business volumes and staff levels demand
- Make manager aware of guests Make manager aware of guest's comments and complaints. .
- Reports to work as scheduled according to the needs of the hotel, including weekends, holidays and/or

flexible hours in a neatly groomed and acceptable manner, as outlined in the employee handbook.

- Report to shift on time.
- Enforces and complies with all policies and procedures of Hotel Teatro

Physical Requirements:

- Extensive walking & ability to be on your feet for 8 hours.
- Ability to push/pull/lift up to 75 pounds.
- Ability to perform physically demanding cleaning projects for full shift.
- Standing, sitting, bending, and stooping required

Education, Experience, Skills:

- High school diploma or equivalent preferred.
- 2 years previous housekeeping experience preferred.
- Ability to work with others.
- Neat appearance.
- Good command of English language required.

Employee's Signature

Date

Manager's Signature

Date

HR Initials