

# TOURISTS

**JOB TITLE** Housekeeping Supervisor

**EMPLOYMENT CLASSIFICATION** Non-Exempt

**LOCATION** TOURISTS Hotel

## **Reporting Relationship**

Reports Directly to: Hotel Grounds Manager, Director of Operations, General Manager

Collaborates with: Front Office Manager & Room Service/Minibar Captain

Supervises: Housekeeping staff

## **Job Description Summary**

Working alongside the Hotel Grounds Manager, the Housekeeping Supervisor is an integral member of the leadership team working together on day-to-day operations. TOURISTS' goal in all positions is to exceed the expectations of our guests. The Housekeeping Supervisor contributes to that experience by providing service that includes, but is not limited to, directing and managing the cleaning, restocking and general upkeep of the guest rooms, laundry program and its respective administrative duties.

This is a very visible position. TOURISTS staff are expected to greet all guests in close proximity and make each feel important by providing a genuine welcome. The Housekeeping Supervisor will maintain the company's culture, values and reputation in the public eye, and with all staff, guests, vendors and partners. The Housekeeping Supervisor is expected to perform other tasks and duties as needed or as directed. Furthermore, employee responsibilities and job descriptions are subject to review and revision.

## **Essential Functions and Accountabilities**

1. Housekeeping Operations
  - Maintain accountability for Housekeeping procedures, including cleaning, inventory/restocking, and laundry
  - Develop and maintain Inventory Tracking system for all Housekeeping Items (linens, room amenities, cleaning supplies) incorporating cohesive damage product tracking
  - Update and maintain all Housekeeping logs and checklists
  - Monitor guest rooms, laundry room and other guest areas for maintenance needs and communicate with Maintenance Staff on Work Orders
  - Communicate timely and effectively with Front Desk on guest room status
2. Financial Oversight
  - Implement processes to monitor and improve Turnover Rate and Loss/Waste
3. Quality Standards and Improvements
  - Establish, evaluate and update departmental objectives, policies and Standard Operating Procedures;
  - Ensure all Staff are properly trained and execute on established processes/procedures
  - Implement production, productivity, quality, and guest- service standards;
  - Identify and execute on system improvements
  - Promote and encourage guest name recognition at all times
  - Resolve guest complaints regarding property operations
4. Staff Oversight
  - Maintain Staffing objectives by training, assigning, scheduling, and coaching staff
  - Communicate job expectations to new and veteran staff
  - Ensure open lines of communication with all departments and upper management at all times via radio, email, log books, meetings, etc., to ensure all needs of the hotel are met
  - Demonstrate a working understanding of labor cost control through effective scheduling and proactive management
    - Oversight of timeclock usage and schedule compliance
    - Manage and minimize overtime

- Ensure all Staff maintain a high level of personal hygiene and adhere to dress code policies for their scheduled shift

#### 5. Safety and Regulatory Compliance

- Monitor compliance with health, Safety and fire regulations
- Ensure timely reporting of all safety infractions and injury incidents
- Maintain a high level of cleanliness and safety in the work area
- Ensure that all equipment is maintained in good, safe working condition
- Maintain an increased awareness of safety issues throughout the property
- Keep abreast of safety and emergency procedures and OSHA requirements and execute on staff training
- Monitor employee activities to ensure liquor regulations are obeyed
- Check the quality of raw and cooked food products to ensure that TOURISTS standards are met

#### 6. Personal Performance Standards

- Attend all relevant meetings
- Comply with all Company policies and procedures
- Create a respectful and safe work environment
- Maintain on-going professional development

#### **Work Related Experience**

Minimum of three (3) years housekeeping experience with a least one (1) in a lead or supervisory role. Hotel experience is preferred. Prior experience in a social services or community service environment a plus.

#### **Education**

High School diploma or General Education Degree (GED). College Degree preferred.

#### **Certificates/Licenses**

Certificates, licenses, and/or identification cards as required by the U.S. Department of Justice to verify employment eligibility.

#### **Budget Control Responsibilities**

Inventory controls for Service areas defined above. Staff scheduling for efficient but quality level of service. Responsible for, but not limited to, posting charges or collecting charges for additional revenue generated.

#### **Security/Confidentiality**

Maintain an increased awareness of safety issues. Ensure all security policies and procedures are observed in areas such as computer security, keys, locks, inventory, property and employee information.

#### **Performance Standards**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals
- Ability to write routine reports and correspondence
- Ability to speak effectively before groups of co-workers and guests
- Proficiency in Microsoft Excel and Word, E-mail
- Ability to read, create and analyze financial reports and provide management summaries
- Ability to apply concepts of math including addition, subtraction, multiplication, division and algebra, using whole numbers, common fractions, and decimals

#### **Working Conditions/Environment**

1. The noise level in the work environment is usually moderate
2. The person in this position may have to lift up to 50 pounds on a daily basis. Any lift over 50 lbs is deemed a two-person lift.
3. The person having this position may have to sit for one (1) hour, stand and/or walk, push, kneel, bend, balance, squat, reach and stretch for eight (8) hours per day
4. The position does require movement between locations on property exposing the individual to variable climate conditions as well as movement in and out of kitchen facilities.