

Head Housekeeper

Department – Front Office

Reports to – General Manager

Welcome. Now that you're part of our family, let's explain the role you'll play.

What's the job?

The moment a guest steps into one of our hotels, they walk into a genuinely memorable experience. As Head Housekeeper you'll help the Operations Manager in supervising all aspects of housekeeping and laundry – ensuring high standards are maintained.

Your day-to-day

Guest Experience

- Check public areas, guest rooms/suites, equipment, linens are clean and in good repair advise team members of areas of improvements
- Perform housekeeping duties necessary, including making beds as well as vacuuming and cleaning guest suites to ensure guest satisfaction
- Handle complaints and special requests to achieve complete guest satisfaction
- Comply with special needs and requests of the guests, VIPs and repeat visitors

People

- Manage day-to-day staffing requirements, plan and assign work and establish performance and development goals for employees. Provide mentoring, coaching and regular feedback to help manage conflict and improve employee performance
- Educate and train all employees in compliance with governmental and safety regulations. Ensure staff is properly trained and has the tools and equipment to carry out job duties
- Promote teamwork and quality service through daily communication and coordination with other department heads
- May assist with deep cleaning projects and/or assist housekeeping staff during high volume periods

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Financial

- Help prepare annual departmental operating budget and financial plans. Monitor budget and control expenses with a focus on increased productivity.
- Maintain proper inventory levels, managing cost per room for supplies and labor (example: bed & bath linen reuse and laundry operation).

Responsible Business

- Maintain and order supplies and equipment in a timely and efficient manner while minimizing waste and maintaining “green” initiatives (example: container recycling and cleaning agents)
- May maintain procedures for security of lost and found items
- Perform other duties as assigned. May also serve as manager on duty

Accountability

This is the top supervisory job in the Housekeeping Department. Typically supervises a small number of housekeeping and laundry employees.

What we need from you

- High school diploma / secondary education / equivalent plus one year of housekeeping experience, including some supervisory training/experience.
- Must be able to speak local language(s).

How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all hotels.

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Each hotel delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests
- True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

Employee Name (Print)

Employee Signature

Date