



JOB DESCRIPTION

POSITION: Housekeeping Manager

(Exempt)

DEPARTMENT: Housekeeping

IMMEDIATE SUPERVISOR: General Manager

JOB SUMMARY:

Assist the General Manager in the supervision of the housekeeping and laundry operations to ensure product quality standards are met and that optimum service is provided to hotel guests according to hotel and company business objectives.

ESSENTIAL DUTIES:

- Assist with scheduling and room cleaning assignments to ensure proper coverage.
- Assist with training of employees and ensuring that they have the tools and equipment needed to effectively carry out their respective job duties. Monitor performance and make recommendations for disciplinary and other human resources-related actions.
- Inspect all assigned rooms/suites and public areas to ensure furnishings, guest rooms/suites, equipment, linens, and public areas are clean and in good repair to meet guest satisfaction. Advise employees of deficiencies and instruct on corrective action. Provide adequate retraining as needed.
- Respond to guest complaints, special requests and ensure corrective action is taken to achieve complete guest satisfaction.
- Notify management when par levels for supplies and equipment are insufficient.

OTHER DUTIES & RESPONSIBILITIES:

- Routinely perform all housekeeping duties necessary including making beds, and vacuuming and cleaning guest rooms/suites to ensure guest satisfaction.
- Promote teamwork and quality service through daily communication and coordination with other departments. Key departmental contacts include Front Office and Maintenance.
- Maintain procedures for security of lost and found items.
- May need to assist with other duties as assigned.

QUALIFICATIONS & REQUIREMENTS:

- Minimum High School Diploma or equivalent, plus 1 year housekeeping experience including some supervisory training/experience.
- Must speak fluent English, Spanish speaking preferred, but not required.
- Medium work- Exerting up to 50 pounds of force occasionally, pushing or pulling; and/or 50 lbs of force frequently or constantly to lift, carry, push, pull or otherwise move and manipulating objects.
- Frequently standing up and moving about the facility.
- Frequently handling objects and equipment to maintain the facility.
- Frequently bending, stooping, and kneeling.
- Flexible and long hours sometimes required.
- Must be able to demonstrate predictable, reliable and timely attendance.

Initials / Date _____ / _____

- Must be able to follow verbal directions, and complete assigned tasks on schedule.
- Must be able to work independently or as part of a team, including ability to interact appropriately with others.
- Must be able to work with supervision, receiving instructions/feedback, coaching/counseling and/or discipline.
- Must be able to convey information and ideas clearly.
- Must be able to evaluate and select quickly and accurately among alternative courses of action.
- Must work well in stressful, high-pressure situations.
- Must be effective at listening to, understanding, and clarifying issues raised by coworkers and guests.
- Ability to read and understand chemical product labels to ensure proper use.
- Communication skills are utilized a significant amount of time when interacting with guests and employees.
- Basic mathematical skills are required.
- Problem solving, reasoning, motivating, organizational and training abilities are used often.
- May be required to work nights, weekends, and/or holidays.

DRESS CODE: A professional appearance required. A uniform and nametag is required at all times.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED AND/OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

Employee Signature

Date

Supervisor Signature

Date