

## Housekeeping Supervisor with Front of House Duties

<b>Location:</b>	Cordia Apartments, 355-367 Lisburn Road, Belfast, BT9 7EP
<b>Reports to:</b>	Apartment Manager
<b>Department:</b>	Housekeeping / Front of House
<b>Hours of Work:</b>	40 hours per week
<b>Rate of Pay:</b>	£9.00 per hour

### Job Overview

The Housekeeping Supervisor is responsible for ensuring standards of cleanliness, hygiene and tidiness within the apartments and for reporting any maintenance requirements in order to comply with the Apartments established quality standards. The Housekeeping Supervisor will be required to carry out front desk duties as and when required

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### Duties and Responsibilities

#### Customer Relations:

- Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times
- Carry out Company's customer relation policy and communicate Apartment services to guests
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#### Professional Techniques / Production:

- Carry out front desk duties at times as required, providing check-in and out service and anticipating guests' needs as well as demonstrating excellent customer service
- Answer telephones and deal with guest queries and bookings
- Ensure Apartments, corridor areas, stairs and public areas are cleaned to the required standards and quality targets
- Maximise the use of all resources and maintain costs at agreed levels
- Oversee the ordering, delivery, count and storage of all linens and all items necessary to service your department, including bathroom items, tea/coffee making facilities, stationery, equipment, cleaning materials, etc., and to control cost to agreed levels
- Actively participate in any training and personnel exercises designed to improve standards and performance levels
- Upkeep of the equal opportunities policy to ensure that there is a neutral working environment
- Work in accordance with standard procedures within each department
- Keep staff/work areas tidy, safe, and report any hazard, accident, loss or damage to management and observe all requirements under Health & Safety at Work Act (1989)

### People:

- Instruct, delegate and control staff under your responsibility assigning apartments and tasks to the housekeeping team and advising the Apartment Manager of the needs of housekeeping staff, be it materials or equipment in order to carry out their job efficiently and effectively
- Prepare rotas to ensure the smooth running of the business within cost budgets
- Carry out meetings with staff and record this and notify the personnel department

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### Accountability

The Housekeeping Supervisor with Front of House Duties will be required to work evenings and weekends

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### Qualifications and requirements

#### Essential:

- Experience as a departmental manager within a Hotel or Serviced Apartments
- Ability to communicate, both verbally and written, effectively with guests, vendors and co-workers
- Problem solving skills and ability to work on own initiative
- 3 A-levels or equivalent
- Efficient in time management and goal oriented
- Must read, write and speak the English language fluently
- Strong Microsoft skills
- Candidate must work well with others and have a pleasant and approachable manner

#### Desirable:

- Higher level qualification or management training
- Experience as an Apartment Manager of Serviced Apartments
- Local market knowledge and experience with emphasis on local, corporate and group business

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### Andras Hotels Employee Benefits:

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food

Holiday Entitlement

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

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**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**