

Housekeeping Supervisor

Location: Hampton by Hilton, 15 Hope Street, Belfast, BT12 5EE

Department: Housekeeping

Hours of Work: 40 hours per week

About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company. We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company.

Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group. We are proud to be at the forefront of hospitality in Northern Ireland.

About the Role...

As Housekeeping Supervisor, you would be responsible for leading, training and supervising housekeepers in the hotel's effort to deliver outstanding guest service and financial profitability

About You...

You should have the ability to carry out tasks efficiently, have strong communication skills and the ability to work in a team whilst being able to work on your own using your initiative. You should be a good leader and be able to motivate the housekeeping team

Why work for us...

Andras Hotels Employee Benefits:

Induction and Training Programme

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Pension Scheme

Holiday Entitlement

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

Hampton by Hilton Employee Benefits

Team Member Hilton Honors

Duties and Responsibilities

- The Housekeeping Supervisor is responsible for ensuring all Housekeeping areas of responsibility are run effectively in the absence of the Head of Department, in line with standards and that the department is adequately resourced in line with business requirements
 - Lead, train and supervise housekeeping staff on a floor or designated area to ensure all rooms and public areas meet established cleanliness and quality standards
 - Be aware of your targets and objectives, understand how these fit within the department targets, and ensure you achieve your targets and objectives
 - Have full awareness of Hampton by Hilton brand standards and your role as Supervisor in ensuring the Housekeeping team follow through on these standards on a daily basis
 - Assess inventory of, assign for cleaning and inspect rooms
 - Verify and report status and/or discrepancies of rooms
 - Manage the stock control of all cleaning products, chemicals and laundry
 - Monitor lost and found property, stockrooms and trollies and designated inventories
 - Assisting with the development of a proactive relationship with the Front Office and ensuring that all rooms are cleaned in conjunction with guests' check-in / departures
 - Perform housekeeper duties as needed
 - Maintaining consistently high standards of cleanliness and ensuring staff are all polite, courteous and look after guests needs
 - Awareness of guest satisfaction scores and the measure put in place to meet department quality targets and objectives
 - Assist in performance evaluation of housekeeping staff as needed
 - Respond to special guest requests in a timely, friendly and efficient manner
 - Health and Safety management – comply with company procedures and Safety Risk Audits
 - Keep staff / work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under health and safety legislation
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Accountability

Works within Housekeeping Department

Hours of work will include mornings, evenings, and weekend shifts

Qualifications and requirements

Essential:

- Experience within a Housekeeping Supervisor role
 - Good communication and organisational skills
 - Proven experience of supervising others
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Desirable:

- Experience within the hospitality industry
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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