

Housekeeping Supervisor

Location: Hampton by Hilton

Department: Housekeeping

Reports to: Housekeeping Manager

Hours of Work: 40 hours per week

Job Overview

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

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 trolleys 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

Accountability



This job involves working in Housekeeping area. Hours of work will include evenings and weekends

Qualifications and Requirements

Essential:

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

Desirable:

- Experience within the hospitality industry

Hampton by Hilton Employee Benefits

Team Member Hilton Honors

Andras Hotels Employee Benefits

Andras Academy – progression opportunities within the Andras Hotels Group

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

28 Days Holidays

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

* To carry out any reasonable duties as specified by the General Manager, or Company Management

* This above list of duties and responsibilities is neither inclusive nor exhaustive and there may be other duties and responsibilities associated with this job or position

