

## Housekeeping Manager

**Location:** Crowne Plaza Hotel, 117 Milltown Road, Shaws bridge, BT8 7XP

**Department:** Housekeeping Department

### 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 and we are proud to be at the forefront of hospitality in Northern Ireland.

### About the Role...

This is a crucial role within a dynamic and fast paced environment. As Housekeeping Manager, you will oversee all aspects of housekeeping and laundry ensuring high standards are maintained. This is a hands-on role providing support and assistance to your team while leading by example and setting high standards to ensure the service is operated safely, hygienically and to contractual specifications.

### About You...

You will be an approachable person, confident and professional in personality, possess a welcoming, friendly and outgoing manner and the ability to develop and manage your team. You will have strong attention to detail and be able to carry out instructions.

### Why Work for Us...

#### **Andras Hotels Employee Benefits:**

Health Care Cash Plan

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Payroll Giving in Action

Discounted rate at Crowne Plaza Gym

Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group

Work for globally renowned Hotel Brands

Reward Club Incentive Scheme

Discounted Hotel Rates

Hotel Incentive scheme

### Main Duties and Responsibilities...

- 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
- 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
- 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).
- 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

### **Behaviours...**

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable

### **Accountability...**

Works within the Housekeeping Department  
Reports to Hotel General Manager

### **Qualifications and Requirements...**

#### **Essential:**

- A high level of written and verbal communication
- 2 year of housekeeping experience
- 1 year in a supervisory/management position
- IT literate

#### **Desirable:**

- Previous experience in the hospitality industry

**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**