



## Job Description – Head Housekeeper

**Reports To:** General Manager

**Requirements:** Customer Service experience in any service establishment  
Be able to speak fluent English  
Good General Health (medically fit)  
Carrying or lifting items weighing up to 50 pounds  
Pulling and pushing up to 150 pounds  
Frequent standing up and moving about the facility  
Frequently bending, stooping and kneeling  
Frequently handling objects and equipments  
Willing to work weekends, and/or holidays

### **Summary:**

Directs institutional housekeeping program to ensure clean, orderly, and attractive conditions of establishment by performing the following duties personally or through subordinate supervisors.

### **General Responsibilities**

- ❑ Supervision of the housekeeping and laundry operation to ensure quality standards are met.
- ❑ Ensures the department is operated in accordance with the standards and procedures of the hotel and follows all guidelines.
- ❑ Provides prompt, courteous, and professional guest service.
- ❑ Provide timely feedback to supervisor or General Manager.

### **Specific Responsibilities:**

- ❑ Ensure standards of cleanliness, hygiene and tidiness in all rooms, corridors, public areas.
- ❑ Assignment of rooms to housekeeping staff, instructing, delegating and controlling staff with responsibility.
- ❑ Assist with training of employees and ensuring that they have the tools and equipment needed to effectively carry out their job duties.
- ❑ Inspect all assigned rooms and public areas to ensure furnishings, equipment, linens are clean and in good repair.
- ❑ Overseeing the ordering, delivery, count and storage of all linens and all items including bathroom items, equipment, cleaning materials etc.



- ❑ Ensure fouling, breakages or decommissions (whether or not caused by guests) are reported immediately to the duty manager for resolution and or charge.
- ❑ Notify the management to the needs of housekeeping staff, materials or equipment as required.
- ❑ Notify management when par levels for supplies and equipment are insufficient.
- ❑ Maintain procedures for security of lost and found items.
- ❑ Maximizing the use of all resources and maintaining costs as per the guidelines.
- ❑ Identifying departmental training needs and recommending to management training requirements on a regular basis.
- ❑ Respond to guest complaints, special requests, repairs, and ensures to inform the Front Office Manager or General Manager
- ❑ Provide product quality standards and optimum service to hotel guests.
- ❑ Ensure customer satisfaction is maintained.
- ❑ Ability to work flexible hours to meet the needs of the hotel.
- ❑ Promote teamwork and quality service through daily communications and coordination with other departments.
- ❑ Assist with other duties as assigned.

**Optimum Attributes:**

- ❑ Effective communication skills
- ❑ Customer service skills
- ❑ Well groomed and professional appearance
- ❑ Self-motivated
- ❑ Cooperative
- ❑ Good team player
- ❑ Good listener
- ❑ Detail oriented