**Designation : Housekeeping Supervisor**

**Reporting To : Housekeeping Executive**

**Job Summary:**

Under the general guidance and supervision of the Housekeeping Executive, to ensure that guests have maximum comfort during their stay by providing efficient, sophisticated, and personalized service and also contribute to the smooth running of the housekeeping operations.

Be responsible to train Housekeeping Assistants as per the required standards and to ensure that all housekeeping staff has a professional attitude and high grooming standards.

**Relationships:**

1. Reports directly to the Housekeeping Executive .
2. Supervises and oversees Housekeeping Assistants.
3. Communicates with guests, handles all requests and complaints, or brings the same to the attention of the Housekeeping Executive, if necessary.
4. Co-ordinates the functions and activities with the Housekeeping department and with other departments in relation to housekeeping services.

**Housekeeping Supervisor Duties and Responsibilities:**

1. Monitor staff punctuality, appearance and standard of performance.
2. Assist in developing and implementing training programs within the department for existing and new employees.
3. Deputize for the Housekeeping Executive during his/her absence.
4. Provide courteous service guests and respond promptly guests' enquiries, complaints and requests
5. Ensure that sufficient stock of cleaning materials and equipment is kept and that they are utilized economically and effectively.
6. Check guest rooms making sure they are in good condition.
7. Report defects maintenance and make sure repairs are carried out.
8. Take part in stocktaking activities / inventories when and where necessary.
9. Make sure the corridors are clean and clear of any obstruction at all times.
10. Ensure that all staff are aware of all fire and safety regulations.
11. Obtain information from Front Office and inform Housekeeping personnel concerned, and take appropriate action, in regard to VIPs and group arrivals, etc.
12. Handle all Housekeeping correspondence and filing.
13. Update all Housekeeping records and inventories.
14. Handle lost and found services and keep records according to the laid-down procedure.
15. Maintain cleanliness and tidiness of the department.
16. Report ready rooms to the Front Office by immediately entering in the departure / clear register.
17. Store and record all special guest supplies issued to guestrooms.
18. Assist in the preparation of all Housekeeping records, i.e. staff schedules, work sheets, room reports, etc.
19. Maintain the hospitality spirit at all times when dealing with guests and colleagues.
20. Take shift duties as instructed.
21. Prepare department requisition.
22. Keep proper control of all keys and ensure that all keys are signed in and out in the logbook.
23. Relieve other Supervisors if and when necessary.
24. Attend daily briefing meetings with the Housekeeping Executive .
25. Conduct training program in conjunction with the Housekeeping Executive , in order to maintain high standards.
26. Develop formal training plans and conducts on-the-job training program for departmental employees.
27. Perform any other duties and responsibilities as may be assigned by the Housekeeping Executive or the Management from time to time.