



Position Title:	Housekeeping Supervisor
Department:	Housekeeping
Reports To:	Housekeeping Manager
Job Family:	Leadership Team

Purpose
Model the way and empower the housekeeping team to provide exceptional customer service every time whilst embracing our brand behaviours and service philosophies. Motivate, energise, and lead the team to success with your passion for exceeding business objectives and ensuring valuable selection, development, and retention of team members by demonstrating outstanding leadership skills. You must be able to delegate and lead by example.

Key Relationships	
Internal	Senior Managers, Housekeeping, Front Office, Maintenance, and team members across all departments
External	Customers, potential customers, visitors, vendors, and contractors
Direct Report	Room Attendants, Houseperson, Public Area Cleaners

Duties and Responsibilities
• Maintain immaculate presentation and grooming, wearing designated uniform and name badge at all times. • Actively contribute to the attainment of hotel objectives and targets as outlined by your manager. • Be responsible for the day-to-day leadership and supervision of team members working in the department. • Lead by example by displaying a “hands on” style, which encourages team involvement, initiative, and a focus on continuous improvement. • Coordinate and allocate duties for each shift, ensuring efficiency and company policies and procedures are adhered to. • Prepare and conduct daily briefings so all team members are aware of hotel activities including VIPs in House, group movement, promotional activity, guest feedback, product knowledge. • Examine rooms to ensure they are cleaned to the required standard and ensure the rooms are released to front office in a timely manner. • Ensure housekeeping trolleys and equipment are maintained. • Ensure housekeeping storerooms and chemical room are maintained. • Maintain accurate information and records. • Check all VIP rooms prior to the guests’ arrival and ensure all special guest requests are actioned. • Be familiar with all room types and the cleanliness standards to be achieved. • Ensure all calls are answered cheerfully and promptly and ensure requests are actioned immediately. • Examine guest rooms and public areas to determine need for repairs or replacement of furniture or equipment and inform Management. • Maintain an up-to-date guest history and ensure the latest information is retained in the system. • Lead team members by setting a positive example. Instruct, train, and develop team members. • Maintain clear and concise communications with all departments and management regarding special requests, guest requirements, and general hotel events. • Take an active part in the ongoing “on the job” training of team members to ensure they have the necessary skills to perform their job efficiently and effectively. • Monitor grooming and presentation of all team members to ensure standards are adhered to. • Assist with rosters for team, ensuring effective coverage whilst maintaining cost effectiveness and ensuring they are done in a designated time frame. • Assist with recruitment, performance reviews, management, and development of all team members.

Brand Behaviours – *Bring Your Best Self | Share Our Neighbourhood | Think to Care, Care to Think | Show You Know*

Service Philosophies – *Remember Me | Opportunities to Delight | The Gift of Storytelling | Celebrate Aotearoa*



- Assist other departments on busy days and complete any other duties as request by the department or hotel manager to meet business demands.
- Maintain a tidy, clean, and orderly appearance in all areas.
- Have a full understanding of emergency procedures.
- Understand The Hotel Britomart Work Health and Safety policies and procedures and abide by them at all times.
- Ensure all Work Health and Safety procedures are adhered to within the Department.
- Report hazards, near misses and accidents at the workplace immediately.
- Ensure security procedures for stores, cash, premises, team members, equipment and chemicals are implemented and maintained in accordance with The Hotel Britomart policies and procedures.
- Ensure guest security and privacy is maintained at all times.

Physical Requirements

- Frequent use of both hands for continuous grasping and use of fine motor skills
- Frequent movement due to other manual tasks (i.e., squatting / kneeling / reaching / pushing. Etc)
- Constant standing & walking on various finished surfaces, including ascending and descending staircases.
- Frequent lifting and moving of objects up to 20 kgs. A visual risk assessment should be completed prior to single person lifting.
- Moving or lifting objects over 20 kgs or objects of an awkward nature must be a two person lift or aided by an appropriate manual handling lifting / moving device.

Education

- Diploma of Hotel/Hospitality Management desirable but not essential.

Experience

- Minimum 1-2 years' experience as a housekeeping supervisor.
- Solid organisational skills - eye for detail coupled with a strong ability to proactively identify priorities and manage multiple tasks, and successfully accomplish objectives in a busy and challenging workplace.
- Demonstrated ability to work independently and as part of a team.
- Demonstrated knowledge of Microsoft Office programs (Word, Excel, PowerPoint).
- Flexibility and availability to work weekdays or weekends including morning, afternoon, and evening shifts.

Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____