



Job Description

Job title:	Housekeeping Supervisor
Reports to:	Housekeeping Manager

Job Purpose:

As Housekeeping Supervisor with Long Beach Lodge Resort, you will ensure the effective and efficient operations of the Housekeeping Team. You are responsible for coordinating the housekeeping team and inspecting assigned areas to ensure our standards of luxury property are met. As a Housekeeping Supervisor you will manage many priorities and demands and have the ability to solve problems, support staff, as well as perform the duties of a housekeeper when required.

Duties and Responsibilities:

- Ensuring the highest level of service by exceeding guest expectations to build loyalty
- Overseeing the daily operations of Housekeeping, managing arrivals, departures, stay overs and extra rooms
- Plan and coordinate the activities of the housekeeping team
- Coaching and mentoring the housekeeping team including performance reviews
- Monitor labour in accordance with occupancy levels
- Establish and/or implement operating procedures and standards
- Monitor and motivate housekeeping team to ensure high levels of productivity
- Assists with interviewing, hiring and training housekeeping employees in the procedures and techniques
- Maintains inventory of amenities, chemicals and other supplies to ensure items are in stock and reorders in timely manner
- Facilitate positive and effective communication between Housekeeping and Guest Services
- Assign rotation cleaning duties (e.g. steam clean carpets) as required
- Assist Housekeeping Manager as required

Qualifications:

- A secondary school diploma is preferred
- Graduate of Hotel Management or Hospitality program a definite asset
- Minimum one year of housekeeping experience in a luxury resort property
- Excellent communication skills required
- Strong interpersonal and problem solving abilities
- Computer literacy is imperative including Microsoft Office and Opera
- Workplace Hazardous Materials Information System (WHIMIS) certification is an asset

Working conditions:

Flexible, must be willing to work a variety of hours, including days, nights as well as weekends and holidays based on the business needs

Physical requirements

- Constant standing and walking throughout shift for up to 8 hours
- Physically demanding; frequent lifting and carrying up to 50 lbs
- Kneeling, pushing, pulling, lifting
- Occasional ascending or descending stairs

Approved by:	Tijana Gluhovic, Housekeeping Manager
Date approved:	April, 2017
Reviewed:	