

Executive Housekeeping Manager

WAGE: \$20.00 - \$23.00 per hour

SUMMARY: Responsible for the cleanliness of the entire hotel through strong leadership of the Housekeeping Department Team.

ESSENTIAL FUNCTIONS

Please note that the *essential functions* listed under each heading may apply to more than one heading. They are provided only as aids to break up the functions of this position for easy reference.

SERVICE

- Ensure that the hotel's operating values are embraced and practiced by all team members, including oneself
- Acknowledge every encountered guest with appropriate gesture (i.e. nod), smile and courtesy
- Ensure team member attitude of attentiveness and anticipation of guest needs.
- Ensure proper delivery of guest special requests.
- Manage the Lost & Found process and ensure timely follow-up and follow-through with guest inquiries.
- Inspect rooms according to quality standards for cleanliness and proper preventative maintenance.
- Execute hotel programs to assure that quality program criteria are met.
- Ensure key control program is executed and followed at all times.
- Ensure that employee Safety Protocols are followed at all times.
- Respond to requests from immediate supervisor. Follow-up with immediate supervisor on a regular basis.
- Work synergistically with all other hotel department to meet a variety of guest needs.

BUSINESS/FINANCIAL

- Complete regular inventories and implement control protocols as necessary.
- Review and follow up with front office paperwork and reports.

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- Prepare and review a variety of reports to identify and follow up on operational inefficiencies, room status discrepancies, rooms out of order, deep cleaning tasking and scheduling functions, and so forth.
- Possess a working knowledge of Microsoft Excel for reporting requirements
- Possess computer and typing skills with familiarity with Microsoft Word and Excel.

PHYSICAL

- Must be able sit, stand, bend, squat, reach and walk repeatedly throughout the day while carrying over 5 lbs.
- Must be able to lift 15 lbs. overhead in short intervals throughout the day.
- Must be able to meet the physical demands of a Room Attendant, Laundry Attendant and Janitorial position.
- Possess reliable transportation

DEVELOPMENT

- Develop a strong Housekeeping Department team that maintains a high attention to detail, high pace of work, excellent/award-winning quality, and positive and friendly demeanor at all times.
- Oversee the effective hiring, training, development, motivating, counseling, and performance reviews of staff to ensure the achievement of hotel service and quality standards
- Coach and train all members of the department on their role.
- Ensure all team members are trained to act according to procedure in the event of an emergency or accident at the hotel.
- Evaluate the performance of all Housekeeping Department employees and follow up in accordance with Hotel Services Group's prescribed processes.
- Review all hourly team member disciplinary procedures and documentation. Follow progressive discipline steps, up to and including termination, to correct team member performance deficiencies.
- Successfully complete all necessary Property Management System and other training programs as prescribed by the General Manager

LEADERSHIP

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- Develop an environment that is positive, team-oriented, rewards good performance, collaborative and goal-oriented.
- Communicate effectively and maintain a positive rapport with all hotel guests and employees.
- Consistently demonstrate professional appearance and behavior that is positive and consistent with the expectations of the General Manager.
- Possess a strong ability to lead by example
- Able and willing to work weekends and holidays, any time of day, as determined by business needs and leadership needs.
- Participate in or conduct regular morning 'huddles' and team meetings.
- Be available via telephone 24/7 to assist the hotel with a variety of departmental issues and challenges that occur, notwithstanding going to the hotel to resolve an issue whenever appropriate and necessary.