

OCCUPATION: HOUSEKEEPING SUPERVISOR (EQUIVALENT TO ANZSCO SKILL LEVEL 4)

Reports to: Executive Housekeeper/Manager (Hotel or Motel)

6-digit Code: 070499

Position Description: The role of the Housekeeping Supervisor is to ensure the smooth operation of the housekeeping department during the relevant shift. The Housekeeping Supervisor works closely with other departments/managers/supervisors to ensure the hotel or motel rooms and public areas are well presented and to adhere to the policies and procedures of the hotel or motel. The breadth of role and supervisory responsibility may vary depending on size of accommodation provider and staffing footprint but would involve supervising and training one or more housekeeping staff overall or during a specific shift.

Main Duties and Tasks (may include but not limited to):

- supervise and inspect the day to day work of housekeeping staff overall or during a specific shift
- ensure that productivity is achieved and ensure timely room return
- ensure the housekeeping team cleans the guest rooms and hotel public areas to highest standards.
- ensure that guest requests and other special cleaning requirements are met.
- allocation of rooms and duties to housekeeping staff
- may include training of housekeeping team members
- co-ordination of workforce during shift to meet daily deadlines
- checking rooms to ensure a high standard is met
- releasing rooms on time for guests
- attend to guest enquiries, requests and complaints
- monitor as required the disposal of laundry and garbage
- liaise with maintenance and front office departments
- ensure safe manual lifting procedures are adhered to
- may involve management of a housekeeping staff roster
- ensuring Workplace Health and Safety procedures are adhered to
- setting and adhering to budget controls.