

EXECUTIVE HOUSEKEEPER

Position: Executive Housekeeper

Reporting to: General Manager/Deputy General Manager

Department: Housekeeping

SCOPE AND GENERAL PURPOSE OF THE JOB

The Executive housekeeper, co-ordinates between housekeeping teams to inspect assigned areas to ensure standards are met. An executive housekeeper manages many priorities and demands and is able to solve problems, support staff, as well as perform the duties of a housekeeper when required. The Executive Housekeeper is an integral part of the Management Team and will attend daily management briefs, management training, weekly and monthly meetings and will act as the Resorts Duty Manager when rotated.

The role of the Executive Housekeeper:

Supervises all housekeeping employees, recruitment, plans and assigns work assignments, give training for newly recruited employees, audit and inspects housekeeping teams performance and requisition supplies. Manage the department budget and budget controlling for the department.

Duties and Responsibility:

Plans the work for the housekeeping department and distributes assignments accordingly. Assigns regular duties and special duties for the housekeeping staff. Schedules employees and assigns extra days off according to occupancy forecast. Maintains a time logbook of all employees within the department.

Recruit and train new employees. Assigns new employees to work with experienced help. Checks on the work of these employees occasionally and observes the report made by the supervisors.

Maintains a lost-and-found department and is responsible for all lost-and-found items. Determines the rightful owner and send correspondences.

Responsibility & Authority:

- Responsible for cleanliness, orderliness and appearance of the entire Resort.
- Ensure that rooms and lodges are made as per company standard.
- Assists in preparation of Annual Housekeeping Budget.
- Maintain stock of guest supplies, cleaning supplies linen and uniform.
- Organise inventories with Accounts and General Store for linen and fixed assets.
- Develop and implement Housekeeping systems and procedures

- Prepare reports for management information.
- Assist Purchase department in selecting suppliers for items related to Housekeeping.
- Attending and resolving guest complaints.
- Organise on-the job training and evaluate its effectiveness.
- Approval of the SOP of the department.
- Actively recruit new Team Members

Other Routine Responsibilities:

- Duty Manager when rotated
- Daily inspection of public areas and employee areas
- Daily briefing of Supervisors
- Coordinating the preventive maintenance schedule of rooms and a public area with the maintenance department.
- Immediately attending to guest requests.

PREREQUISITES:

Strong Leadership abilities and organisational skills, Entrepreneurial, thinks out of the box and able to drive change and look for operational efficiencies/synergies across the network.

EXPERIENCE:

Minimum 5 years of experience of which at least 2 to 3 years in a similar role. Strong Operational/Technical Knowledge.

INTERESTED IN APPLYING?

Please email your contact details and CV to HR Manager, Rachel Prothero:
rprothero@loughneresort.com