

ShieldHOTELS

Position Title: Executive Housekeeper

Reports To: General Manager

Date Written/ Revised: 3/21/2025

Position Purpose:

Responsible for overseeing the housekeeping operations to ensure the highest standards of cleanliness, organization, and guest satisfaction. This role includes managing housekeeping staff, coordinating with other departments, and maintaining compliance with safety and sanitation standards.

Examples of Duties:

- Communicate effectively, both verbally and in writing to provide clear direction in assigning and instructing housekeeping and laundry staff in details of work. Provide staffing, training, counseling, and performance reviews for housekeeping department.
- Plan, organize, and monitor staff activities to ensure compliance with quality assurance standards set by hotel, which requires continuous visual inspection of guest rooms and public space areas including restaurants, lounges, meeting rooms, etc.
- Manage finances of housekeeping and laundry operations including budget and inventory controls. Analyze data and compile reports on expenditures, wages, labor, supplies etc. in relation to hotel financial forecasts and budget. Establish and maintain adequate supplies for efficient operation of department.
- Distribute and delegate work load to guarantee maximum production and guest satisfaction with minimum outlay of expenses in terms of labor and materials. Monitor house count and make staffing adjustments accordingly.
- Ensure proper usage of chemicals and cleaning supplies by monitoring usage, providing complete training for employees and ensuring proper labeling of hazardous supplies

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- Plan and conduct staff meetings. Attend various other related meetings to obtain and disseminate pertinent information.
- Evaluate condition of furniture, fixtures, decor, etc. Make recommendations and assist in the coordination of rehab projects.

Other:

- Regular attendance in conformance with the standards, that may be established by Shield Hotels from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the Hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with Shield Hotels rules and regulations for the safe and efficient operation of Hotel Facilities. Employees who violate Hotel Rules and Regulations may be subject to disciplinary actions, up to and including termination of employment.
- Complete all other duties as assigned

Specific Job Knowledge, Skills, and Abilities:

- Supervise the operation of linen, uniform, supply and storage rooms.
- Install inventory controls for uniforms, linens and supplies to be monitored by issuance procedures and purchasing.
- Document needs of the department to furnish management with budget requests.
- Manage, monitor and make adjustments in order to comply with energy conservation program management.
- Monitor issuance of keys and maintain inventory.

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Grooming Standards:

All employees must maintain a neat, clean and well-groomed appearance in line with handbook standards, as well as food and beverage health and safety standards.