

ShieldHOTELS

Position Title: Housekeeping Supervisor

Reports To: Executive Housekeeper

Date Written/ Revised: 3/21/2025

Position Purpose:

To supervise, direct, assist, and assure the completion of housekeeping tasks assigned to Room Attendants and Housepersons in guest rooms and corridors to maintain Shield Hotel's high standards of cleanliness.

Examples of Duties:

- Visually inspect VIP rooms, guest rooms and corridors for cleanliness and appearance. Prepare work orders for shampooers to clean carpets and supply room attendants to maintain par stock in closet, etc.
- Train and monitor performance of room attendants and housepersons. Provide organization, instruction, guidance, communication, counselling, as well as exercise good judgement, while reinforcing Shield Hotel's high standards of quality. Prepare work performance reports on all personnel assigned to work area and submit to the Housekeeping office. Insure all jobs are completed within the shift. Prepare P.M. room status report.
- Take requested inventories of furniture, fixtures, equipment and supplies, etc. Insure that both carts and linen/supply closets are kept clean, neat, and stocked according to departmental guidelines. Upon inspection of VIP rooms, make certain all VIP supplies are in place.
- Report all maintenance deficiencies in guest rooms and corridors via work orders. Telephone deficiencies considered emergencies (i.e. overflowing toilets or broken pipes in bathrooms, lights out in bathrooms, closets, or corridors, broken mirror or window) to the maintenance department.

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- Expedite special guest requests, such as extra towels, blankets or pillows
- Assist room attendants and houseperson in securing all supplies and tools necessary for the completion of their jobs as the need arises.
- Report all suspicious persons or actions, hazardous conditions, etc. to the Security Department
- Respond to guest questions. Provide guest assistance, directions, and information as requested.
- Provide instruction and/or guidance for guest and employee safety in fire or other emergency situations.

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:

- Ability to lift, reach, bend, stoop, stand and walk continuously, climb stairs, and push or pull heavy equipment

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- Ability to read and write basic English in order to complete forms such as a room status report.
- Ability to provide clear direction, instruction and guidance to subordinates.
- Ability to organize and prioritize work, and meet deadlines.
- Ability to exercise judgement and implement control over the performance of subordinates.

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.