



## **Hotel Cerro Job Description – Housekeeping Supervisor**

**Position Title:** Housekeeping Supervisor

**Lines of Communication:** **Reports to:** Head Housekeeper & Assistant Head Housekeeper

**Responsible for:** Housekeeping Staff

**Liaises with:** Staff & all other Heads of Department

### **Position Summary:**

The Housekeeper Supervisor inspects rooms daily and ensures they meet Hotel Cerro's standards. The Housekeeping Supervisor reports directly to the Head Housekeeper & Assistant Head Housekeeper.

The primary responsibilities are inspecting guestrooms, assisting with training and motivating team members.

**Duties and Responsibilities will include but not be limited to the following:**

- Inspect guest rooms, guest areas and employee areas while assessing compliance with all established standards as they relate to cleanliness, maintenance, safety, and security. Coordinates and follows through with repairs, upkeep and maintenance activities with the Maintenance/Engineering Department.
- Reviews daily arrivals, VIPs, special requests, group needs, room assignments and coordinates with the appropriate departments to meet the needs of guests.
- Maintain a high morale and productivity as well as consistent and effective flow of communication within Housekeeping as well as other departments of the hotel.
- Communicates with the Head Housekeeper and the Assistant Head Housekeeper when running low on guest and housekeeping supplies, linen, and other related inventory.
- Complete projects in a timely manner.

**Prerequisites:**

- Strong verbal and written communication skills.
- Multi lingual.
- A highly driven and motivated individual with a good knowledge and understanding of housekeeping operations and guest satisfaction.
- Must be flexible in terms of working hours and schedules.
- Must be able to endure physically long periods of standing.
- Must possess outstanding guest services skills and a professional presentation.
- Must be able to handle a multitude of tasks in an intense, ever-changing environment.
- Must be effective at listening to, understanding, and clarifying the concerns and issues raised by guests and staff.
- Must be able to use computers.

**Education**

- High school diploma or equivalent required.

**Experience**

- 1+ years in housekeeping and laundry operations required.
- 1+ years in a supervisory capacity preferred