

JOB TITLE: Executive Housekeeper

REPORTS TO : General Manager

POSITION SUMMARY:

Supervises all housekeeping employees, has the authority to discharge, plans and assigns work assignments, give training for newly recruited employees, audit and inspects housekeeping personal work assignment and requisition supplies. Take care of the budget and budget controlling for the department.

EHK Duties and Responsibility:

Supervises all housekeeping employees, aids in the hiring of new employees as needed, discharges employees when necessary and take disciplinary actions when policies are not followed. Evaluates employees in order to upgrade them when openings arise.

Plans the work for the housekeeping and maintenance department and distributes assignments accordingly. Assigns regular duties and special duties for housekeeping & maintenance staff. Schedules employees and assigns extra days off according to occupancy forecast. Maintains a time log book of all employees within the department. Approves all supply requisitions, and 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 Hotel.
- Ensure that rooms are made as per company standard.
- Prepare Annual Housekeeping Budget.
- Maintain par stock of guest supplies, cleaning supplies, linen and uniform.
- Organize inventories with Accounts and General Store for linen, uniform and fixed assets.
- Pay particular attention while organizing pest eradication activities.
- Develop and implement Housekeeping systems and procedures
- Prepare reports for management information.
- Assist Purchase department in selecting suppliers for items related to Housekeeping.
- Plan, control and supervise Horticultural activities.
- Attending and resolving guest complaints.

- Verification of supplies consignments.
- Organize on-the job training and evaluate its effectiveness.
- Approval of the Functional Manual of the department.
- Recommend recruitment of new personnel.

Other Routine Responsibilities:

- Daily inspection of public areas and employees locker rooms.
- Daily briefing of Supervisors/ Executives.
- Coordinating the preventive maintenance schedule of rooms and public area with maintenance department.
- Immediately attending to guest requests.

PREREQUISITES:

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

Education:

Degree or diploma in hotel management,

EXPERIENCE:

Minimum 8 to 10 years of experience of which at least 2 to 3 years in similar role. Strong Operational/Technical Knowledge.