

## Housekeeping Manager

### **Job Description:**

Supervise daily operation of housekeeping staff, promoting a safe work environment and quality service to achieve maximum guest satisfaction, protection of assets and controlling of expenses.

Position supervises daily operation in maintaining the maintenance/sanitation and standards of guest rooms, public areas and fitness center. May supervise laundry operations.

Recommends and implements procedural changes. Monitors inventories and departmental expenses.

### **Essential Responsibilities:**

Supervise housekeeping employees to attract, retain and motivate them while providing a safe work environment; interview, schedule, train, develop, empower, coach and counsel, recommend and conduct performance and salary reviews and recommend discipline and termination as appropriate.

Supervise and inspect the daily cleaning of guest rooms, public areas and heart of the house; ensure compliance with accident/loss prevention programs, SOPs and health/sanitation standards and regulations to achieve a high level of cleanliness and guest satisfaction.

Monitor and report on expenses and budget to aid in controlling costs while ensuring adequate staff and supplies are on hand to provide top quality services.

Respond to guest requests, concerns and problems to ensure guest satisfaction.

Refer and follow-up on maintenance issues/problems with Engineering to protect hotel assets, ensure a safe, accident free environment for guests and employees and maintain/improve guest satisfaction.

Log items into the Lost and Found and answer inquiries to maintain controls and ensure guest satisfaction.

Implement emergency training and procedures to ensure appropriate protection of the hotel's guests, staff and company assets.

Perform special projects and other responsibilities as assigned. Participate in hotel committees and task force assignments.

Willingness to be cross trained in different areas of the resort and cross train housekeeping and laundry staff.

Initiates monthly meetings in the department. Attend staff meetings, operations meetings; forecast meetings, and any others deemed necessary.

**Benefits:**

Health Insurance

Dental Insurance

Life Insurance Coverage (including accidental death)

Matching 401k Plan

Discounted Meals

Incentive programs

Water Park Pass Discounts

**Salary Range:**

\$25,000 to \$29,000 annually