

Housekeeping Supervisor

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Company: Accor

Location: دبي

Category: healthcare-practitioners-and-technical

Company Description

A surprising, chic merging of Asian style with an Egyptian aesthetic, Raffles Dubai is a 5-star luxury hotel perfectly positioned in the heart of the city , delivering impeccable service and sophisticated style.

Job Description

To provide a consistent room and bathroom product, and service adjacent areas to meet Raffles standards for cleanliness and presentation

KEY ROLES & RESPONSIBILITIES

Manage and supervise all tasks of his/her staff

Ensure cleanliness of guest rooms, guest room balconies, guest corridors, linen rooms and housekeeping pantries according to set standards and procedures

Supervise public areas

Ensure that guest supplies are replenished

Ensure guests' requests are promptly and courteously met

Report damage or malfunction in hotel rooms using P.M.S system

Maintain equipment in proper state of cleanliness and repair

Maintain a section floor report

Conduct daily briefings with staff at floor level

Conduct regular room checklists

Report unusual behavior/activities on floors to Assistant Housekeeping Manager

Record room status in allocated section accurately

Comply with hotel's health, safety and hygiene policies

Attend meetings and training sessions as required

Fully understand the difference in guest levels (VIP) and in room categories

Qualifications

PERSONAL ATTRIBUTES

Good reading, writing and oral proficiency in English

Must be well presented and professionally groomed at all times

Strong interpersonal skills and attention to detail

Must have good leadership skills and training skills

QUALIFICATIONS

Degree from School for Tourism & Hotel Management

EXPERIENCE

Minimum 3 years experience in a similar capacity in the hospitality industry

Additional Information

Raffles Dubai Sheikh Rashid Road, Wafi121800 Dubai, United Arab Emirates

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