

Housekeeping Supervisor

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Company: Accor

Location: Ras Al-Khaimah

Category: healthcare-practitioners-and-technical

Company Description

Sofitel Al Hamra Beach Resort

Job Description

To supervise the Housekeeping operations ensuring that the hotel standards and procedures are fully known and followed.

To supervise that all designated rooms are prepared as per standards and according to guest requests and needs.

To supervise that all designated public areas are cleaned and maintained as per established standards, set-ups and schedules.

To make daily room and public area inspections as per designated sections and to report any deviation from standard set-ups and maintenance.

To follow up on the out of service rooms.

To follow up appropriate stock level for the smooth run of the designated Housekeeping operations and to initiate requisitions accordingly.

To ensure proper linen supply for the designated floors.

To ensure a close co-ordination with the Front Office, Engineering, Food and Beverage as well as the Guest Relation regarding regular and especially irregular guest requests.

To offer assistance at any time in the operations and to monitor, highlight and suggest improvements on any dysfunction.

To ensure and perform a proper use of all the equipment and property management system, to have a perfect knowledge of the set ups.

To have a complete knowledge of chemical products and their proper and economical use.

To ensure the strict control of room keys and section keys.

To keep all keys signed out in a secure manner and return them at the end of the shift to the Housekeeping Office.

To assist in implementing Focus and other financial procedures.

To respect Lost and Found procedures.

To be aware of all VIPs visiting or staying in the hotel.

To ensure that all guests enjoy their stay being offered the finest personal service.

To escort the guests rather than pointing out directions.

To ensure that the privacy of the guests and the confidentiality of the information is respected.

To manage any guest complaint in a professional manner, by owning it, resolving it to the guest satisfaction and recording it.

To call the Executive Housekeeper or Assistant for advice in serious cases or if an approval is required.

To report all guest comments or complaints.

To handle guest requests and to follow up Guest History records.

To follow up daily check lists.

To respect schedules, terms and deadlines as agreed with the Management.

To ensure that all ambassadors are aware of the outlet timings and promote the internal activities and events.

To ensure that all ambassadors are updated with the latest administrative, organizational, operational or other changes and news.

To attend a daily line up briefing with the Housekeeping, Laundry and Public Area team to recapitulate tasks and activity.

To share daily activity highlights with the Executive Housekeeper / Assistant, including internal and external guest opportunities.

To provide and ensure a proper use of the telephone etiquette as per Sofitel standards.

To develop ambassador motivation and performance through daily trainings and regular 'refresher' courses.

To be entirely flexible and adapt to rotate within the different sub sections of the Housekeeping Department.

To carry out any other reasonable duties as assigned by the Executive Housekeeper / Assistant.

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