

Team Leader - Housekeeping

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Company: Destination Hotels

Location: Dubai

Category: healthcare-practitioners-and-technical

Summary

Hyatt Hotels have built a reputation for surpassing standard accommodations by curating enriching experiences for our guests. Through striking design, inventive culinary offerings, and attentive service, Hyatt views each hotel stay as an opportunity to inspire. Hyatt Place, a refreshing interpretation of Hyatt, where the ambiance is relaxed, and the standards are exceptional. Hyatt Place is crafted to offer guests a brand-new hotel encounter, and you play a pivotal role in bringing this vision to life.

The Housekeeping Supervisor oversees and coordinates work activities of the Housekeeping staff in hotel. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Responsibilities

Address guest complaints promptly, ensuring their satisfaction with their stay.

Monitor and uphold cleanliness, sanitation, and organization of designated work areas.

Maintain comprehensive knowledge of operational procedures including verifying room status on the A.M. report, reporting any discrepancies in rooms, and prioritizing check-out room updates.

Ensure punctuality and attendance of assigned staff document any instances of tardiness or absence.

Coordinate breaks for assigned staff and distribute assignment sheets, providing guidance on priorities.

Allocate designated guest room keys and communication devices to assigned staff, maintaining accurate records and ensuring key security.

Communicate any changes or additions to the assignment sheets as they arise during the shift.

Conduct regular inspections of floor closets to assess supply levels.

Qualifications

Ideally with a relevant degree or diploma in Hospitality or Tourism management. Minimum 2 years work experience hotel operations. Good problem solving, administrative and interpersonal skills are a must.

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