



### **Job Description: AM Lead Supervisor**

The purpose of the Lead Housekeeping Supervisor is to ensure that all housekeeping standards are adhered to and Hotel and Department goals are achieved. The Lead Housekeeping Supervisor is directly responsible for standards of cleanliness, associate morale, productivity and training.

### **ESSENTIAL FUNCTIONS**

- Assign and distribute rooms to be cleaned.
- Assign special projects.
- Conduct daily guest room inspections and follow up with staff on items that require attention.
- Turn in written inspections to Housekeeping Manager each day.
- Maintain controls and procedures to ensure that the highest standards of cleanliness are achieved.
- Conduct weekly walk-through of guest rooms with Housekeeping Manager.
- Train new staff and the retrain existing staff when necessary
- Develop and maintain knowledge of all housekeeping cleaning supplies and equipment.
- Primary operation of the Housekeeping Department on a day-to-day basis.
- Develop a general knowledge of the budgetary systems of the department and hotel.
  - Participation in periodic inventories.
  - Control/accounting of weekly overtime.
- Control overtime through proper scheduling adjustments and immediate response to problems
- Work closely with and gain a working knowledge of Reservations, Accounting and necessary aspects of Food & Beverage and Engineering Departments.
- Ensure that all staff members maintain proper hygiene and arrive to work in clean uniforms.
- Ensure Lost and Found procedures are followed
- Ensure a safe work environment
- Must be able to cover shifts when necessary

### **QUALIFICATIONS**

- Education and/or Experience: No educational requirement. Housekeeping and supervisory experience preferred.
- Language Skills: Ability to read, write, and verbally communicate in English. Ability to communicate effectively and professionally with other departments, Guests, and vendors. Ability to diplomatically handle difficult situations and people.

- **Technical Skills:** Facility maintenance and housekeeping skills. Knowledge of proper chemical handling and safety procedures. Basic computer skills including word processing, spreadsheets, and email.
- **Other Skills and Abilities:** Able to work with little or no supervision and to effectively supervise others. Operate equipment such as, but not limited to, commercial washer and dryer. Ability to perform the essential functions of Room Attendant, Inspector, House Attendant, and Laundry personnel. Ability to work flexible hours including evenings, weekends, and holidays.