

EXECUTIVE HOUSEKEEPERS

Job Code:	EH	Division:	
Branch:		Department:	HOUSEKEEPING
Reports To:	GENERAL MANAGER	Pay Grade:	
FLSA Status:	Exempt	Employee Type:	FULL TIME
Prepared By:	Dan Waller	Date Prepared:	05/17/2013
Approved By:	Dan Waller	Date Approved:	05/17/2013

Summary

At Schahet Hotels we want our guests to relax and be themselves which means we need you to:
Be you by being natural, professional and personable in the way you are with people
Get ready by taking notice and using your knowledge so that you are prepared for anything
Show you care by being thoughtful in the way you welcome and connect with guests
Take action by showing initiative, taking ownership and going the extra mile
Treat all others with Respect, treating guests and fellow associates the way you want to be treated
Demonstrate Integrity in all you do. Seek to always do the right thing, whether working in a group, team, or alone.
Always be at the Service of our guest as well as fellow associates or managers. We believe that Service is making the reach to help or be of Service to all.
Celebrate successes. Show Excitement in your work, the way you smile and greet others, the good news of others successes or awards. Participate in group and team activities either by your active support and participation or by your presence in the group.

The Executive Housekeeper will:

Manage the housekeeping and laundry operation to ensure quality standards are met while delivering a guest experience that is unique and brings the brand to life.

Essential Duties & Responsibilities

- Manage day-to-day staffing requirements, plan and assign work, establish performance and development goals for team members. Provide mentoring, coaching and regular feedback to help manage conflict and improve team member performance.
- Educate and train all team members in compliance with federal, state and local laws and safety regulations. Ensure staff is properly trained and has the tools and equipment to carry out job duties.
- May assist with deep-cleaning projects and/or assist housekeeping staff during high-volume periods

Other Duties

- Manage the quality of housekeeping and laundry services. Schedule routine inspections of all guest rooms and public areas to ensure furnishings, rooms, equipment, linens, public restrooms, lobby, etc. are clean and in good repair to meet guest satisfaction.
- Carry out the special needs and requests of guests, VIPs, repeat visitors and club members.
- Respond to guest complaints and ensure corrective action is taken to achieve complete guest satisfaction.

Qualifications

High School Diploma / secondary education / equivalent plus four years of housekeeping/laundry experience, preferably in a hotel of similar size, including supervisory experience. Some college preferred. Must speak fluent English. Other languages preferred.

Supervisory Responsibilities

- Manage day-to-day staffing requirements, plan and assign work, establish performance and development goals for team members. Provide mentoring, coaching and regular feedback to help manage conflict and improve team member performance.

- Educate and train all team members in compliance with federal, state and local laws and safety regulations. Ensure staff is properly trained and has the tools and equipment to carry out job duties.

Physical Demands

Must be able to drive and have a valid driver's license. Must be able to walk, talk, speak, hear, and see. Must be able to complete moderate physical activities that include making beds, vacuuming, scrubbing floors, cleaning windows and other activities designed to complete a clean area. Must be able to lift moderate weight (15-25 pounds)

A reasonable accommodation will be made for persons with disabilities.

Training

Must complete all Brand and Corporate training as assigned and on time. Must lead the training of all associates within the assigned department.

Decision Making

- Maintain and order supplies and equipment in a timely and efficient manner while minimizing waste and maintaining "green" initiatives (example: container recycling and cleaning agents).
- May be responsible for the security of lost and found items throughout the hotel.

Financial Responsibilities

Participate in the preparation of the annual departmental operating budget and financial plans. Monitor budget and control expenses with a focus on increased productivity.

- Maintain proper inventory levels managing cost per room for supplies and labor.

Communication

Must be able to communicate effectively and professionally in English both written and oral. Should be able to use a computer and email for additional communications.

Results of Action

Hotel cleanliness scores will be above Brand average and written goals met.

Equipment Used

All necessary cleaning and laundry equipment typically found in a hotel. Computer, copy machine, two-way radios.

Work Environment

Clean, neat, and professional. The morale of associates to be excellent. The environment should display excitement.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

Employee's Signature

Date

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