

JOB DESCRIPTION

TITLE **Accommodation Supervisor**

SCOPE OF THE POSTIION

Overseeing the day to day operations of the accommodation services including bedrooms rooms and the cleaning and servicing of public areas within the hotel.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure the highest standard of customer service by providing a friendly and efficient service to all customers and inspiring your team to do likewise.
- That you are well presented, dressed in full uniform and name badge at all times as per company's standards
- Plan, organise and monitor the workload of all accommodations assistants in order to provide a quality service to all customers.
- Ensure that all your team report for duty on time and are in proper uniform.
- Organise training for new recruits
- Liaise with maintenance on a daily basis and ensure that maintenance is being carried out as required.
- Assist the Accommodation Manager in drawing up schedule cleaning programs i.e. washing windows, shampooing of carpets, general cleaning, furniture cleaning or any other programmes.
- Maintain an economical stock of guest and housekeeping supplies and prepare requisitions for replenishment of the same.
- Maintain the standard linen stock at all times.
- Co-ordinate the lost property department and review same on a regular basis.
- Inspect premises, guest room, linen stores, toilets and other areas daily to ensure the Hotel's standards of housekeeping is maintained by all employees.
- Attend departmental Managers meetings in the absence of the Accommodation Manager.
- To be familiar with Health, Safety and Fire Regulations within the Hotel and to ensure that all your staff are familiar with same.
- To have full knowledge of and be able to act on Fire Evacuation/Emergency Procedures, AND to ensure that your staff understand the same.

SUCCESSFUL APPLICANTS MUST HAVE

- Ideally previous experience in a similar role.
- Have the ability to deliver very high standards through their team
- A willingness to progress their career
- Excellent organisational and planning skills.
- Must be available to work evenings and weekends.