

JOB DESCRIPTION

JOB TITLE : LAUNDRY SUPERVISOR
DIVISION : ROOMS
DEPARTMENT : LAUNDRY
REPORTS TO : LAUNDRY MANAGER

GENERAL MISSION

- To work on a rotation basis whenever required within the Laundry and to ensure a smooth, prompt and efficient day to day process of all garments and items cleaned, complying strictly to the standard as set down and changed by the Hotel from time to time.

RESPONSIBILITIES AND MEANS

- To report for duty punctually in full regulation uniform.
- To provide a courteous and professional service at all times.
- To maintain good working relationships with your own colleagues, and all other department.
- To carry out any other reasonable duties and responsibilities as assigned.
- To perform secondary duties as assigned by the Junior Assistant Manager or Laundry Manager.

ADMINISTRATIVE RESPONSIBILITIES

- To assign jobs to operators on a day to day basis.
- To plan the days work with the Laundry Manager.
- To communicate on a daily and weekly basis on operational matters with subordinates and superiors.
- To report shortcomings in the section operation.
- To report any defective machinery within the section to the Laundry Manager.

TECHNICAL RESPONSIBILITIES

- To report stocks that are running low to the Laundry Manager.
- To ensure stringent use of materials with cost savings in mind.
- To ensure subordinates are wearing the correct uniform and their name badges at all times.
- To ensure production reports are logged correctly.
- To report discrepancies and irregularities to your Superior.
- To assist subordinates whenever required.
- To ensure that new operators are given orientation and are introduced to all machinery and employees within the section, prior to the commencement of their first shift.
- To analyse and take corrective measures whenever mistakes are made.
- To resolve misunderstanding between subordinates in an amicable way.
- To call operators to do overtime whenever the load requires.
- To have a complete understanding of the Hotel's employee handbook and adhere to the regulations contained within.
- To maintain a high standard of personal appearance and hygiene at all times.
- To have a complete understanding of and adhere to the Hotel's policy relating to Fire & Emergency, Hygiene, health and safety.

COMMERCIAL RESPONSIBILITIES

- To ensure and check that the quality and quantity of output is met on a day to day basis.
- To ensure the production targets are met at all times.

HUMAN RESOURCE RESPONSIBILITIES

- Have a good relationship with all colleagues.
- Be understanding, supportive, encouraging and helpful to all.

RELATIONS

- Reports directly to the Laundry Manager.

REPLACEMENT AND TEMPORARY MISSION

- To be ready and responsible when assigned, to perform any other duties as required from time to time by the Management of the hotel.