

# JOB DESCRIPTION

**JOB TITLE** : SUPERVISOR HOUSEKEEPING PUB. AREA  
**DIVISION** : ROOMS  
**DEPARTMENT** : HOUSEKEEPING  
**REPORTS TO** : EXECUTIVE HOUSEKEEPER

## GENERAL MISSION

To ensure the cleanliness of public areas are maintained and ensuring maximum guest satisfaction and adhering to the standard required by our hotel

To supervise Housekeeping Attendants and inspect public area and surrounding service areas. Paying attention to details by keeping the standard of cleanliness and product maintenance adhering to standard required by our hotel.

## RESPONSIBILITIES AND MEANS

To report for duty punctually wearing the correct uniform and name badge at all times.

To provide a courteous and professional service at all times.

To maintain good working relationships with your own colleagues, and all other departments.

To have a complete understanding of and adhere to the hotel's policy relating to fire, hygiene, health and safety.

To carry out any other reasonable duties and responsibilities as assigned.

To perform secondary duties as assigned by the Executive Housekeeper.

## ADMINISTRATIVE RESPONSIBILITIES

To report on adverse guest comment as and when required.

To report and record Lost and Damaged items.

To log daily events in logbook and follow up on previous information reported by other Team leaders daily

To prepare duty rosters of Housekeeping Attendants.

To make requisition twice weekly of amenities for guest supplies.

## TECHNICAL RESPONSIBILITIES

To check Public Areas, F&B outlets, toilets, locker and car parks.

To report and follow up on repair and maintenance.

To document all incidences in logbook.

To ensure function rooms and toilets are clean before functions start.

To attend to guest requests and complaints.

## COMMERCIAL RESPONSIBILITIES

N/A

## HUMAN RESOURCE RESPONSIBILITIES

To attend training courses.

Have a good relationship with all colleagues.

Be understanding, supportive, encouraging and helpful to all.

## RELATIONS

Reports directly to the Executive Housekeeper.

## 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.

