

Position Description

Housekeeping Supervisor



Quaaout Lodge & Spa, Talking Rock Golf Resort
Unique | Authentic | Unforgettable

Position Description – Quaaout Lodge and Talking Rock resort

Title: Housekeeping Supervisor

Department: Housekeeping

Reports to: Director of Rooms, Housekeeping Manager

Classification: F/T Permanent

Position Definition:

Assist and compliment the Housekeeping Manager in our goal to control all housekeeping operations at the Quaaout lodge. This role will help ensure desired levels of service and cleanliness are met through the successful management and mentorship of staff.

Responsibilities

- Organize, direct, and inspect housekeeping service levels based on well-defined expectations.
- supervise, motivate, assist in scheduling and coverage, recruit, train, and mentor housekeeping staff while ensuring relevant HR policies are followed (provide information for appraisals, discipline, etc)
- Attend meetings in the absence of the housekeeping manager and contribute to resort strategy and policy making
- Ensure health and safety regulations are followed in accordance with company policies and relevant law
- Develop personal skill and capability through on-going training and mentorship
- Facilitate resolution and provide information in the event of cleanliness complaints at the resort
- Completes all bi-weekly payroll reporting in a timely and accurate manner in the absence of the Housekeeping Manager
- Help control housekeeping inventory, continually using resourcefulness to improve the overall profitability for the department
- Build a collaborative relationship with department heads and supervisors to provide unified team approach
- Assist other departments as needed – special tasks and clean up projects
- Follow all safety policies
- Establish work priorities, ensure deadlines are met and procedures are followed
- Follow departmental policies and procedures
- Other duties as assigned by Housekeeping Manager

WORKING CONDITIONS

The majority of work is performed in the rooms division- hotel rooms, laundry department, hotel floors.

SCHEDULE

As required. Weekends and holidays as needed.

EQUIPMENT AND SOFTWARE

Resort Suite Software

Microsoft Word, Excel and Outlook

Photocopier and fax