

CityFlatsHotel

Job Posting

Housekeeping Supervisor

Organization Name: CityFlatsHotel Grand Rapids, LLC

Reports to: General Manager/Assistant General Manager

Job Location: Grand Rapids, MI

Position Summary: This position is responsible for overseeing and directing the cleaning activities for CityFlatsHotel. Accountable for managing and coordinating resources, tasks, requirements, systems and processes related to housekeeping and laundry operations, and for creating an energized and positive work environment that results in the delivery of exceptional guest service.

Responsibilities & Duties:

- Over-see the day-to-day housekeeping functions to ensure all employees are completing the assigned tasks efficiently and consistently
- Perform all necessary cleaning activities such as stripping and making beds, dusting, sweeping, trash removal, mopping and polishing
- Assist at the Front Desk, including checking in guests, checking out guests, and delivering amenities to hotel rooms
- Provide effective resolution of issues and problems with guests and employees
- Monitor departmental turnover, inventory costs, and supplies to control costs and ensure adequate staff and supplies are on hand to provide top quality services
- Communicate between all hotel departments
- Monitor and train housekeeping and laundry operations
- Audit and assess how well the housekeeping department is working and provide any points for improvement
- Work together with front desk and maintenance departments to ensure the hotel and restaurant areas are in excellent condition
- Responsible for written and verbal disciplinary action to staff
- Participate and attend weekly Manager's Meeting
- Responsible for continual maintenance of the Housekeeping Training Manual
- Perform other duties directed by General Manager or Front Desk Supervisor

Qualifications & Skills:

- High school diploma/GED with proven experience as a housekeeper or cleaner
- Thorough understanding of how to effectively and efficiently supervise a housekeeping staff
- Excellent communication skills via verbal, written and electronic correspondence with guests and staff
- Strong guest service skills
- Leadership skills to effectively assign and delegate duties to staff
- Proven ability to work with and appreciate employees at all levels of the organization
- Must have a passion for workplace versatility and possess an appetite to help out whenever needed