

Housekeeping Supervisor

Daily Duties

1. To report half an hour before the maids arrive.
2. Check the Occupancy Report of the previous night and allocate the rooms to the maids accordingly.
3. Allocate the required supplies.
4. Check all the vacant rooms against your report.
5. Check all the supplies on a weekly basis.
6. On a regular basis, upkeep 15 rooms daily with thorough cleaning, i.e., windows, balconies, air-conditioner filter, bathroom filter, carpet spotting, planters, glass blocks, carpet, edges and grouting.
7. Make rounds once a day for spotlight maintenance, etc., and attend to them immediately.
8. Double-check the checked-out rooms after the days off to make sure everything is taken care of.
9. On a regular basis, check vacant rooms daily to see that the rooms have not been used (for instance, a guest may have been checked into a room that he does not like and upon his request, we move him to another room. Then, the room which he has briefly stayed becomes vacant again and needs to be checked).
10. Check the condominiums thoroughly after a guest has checked out. You should check all the items therein to ensure that no major items are missing. If so, you are to report the incident to the Front Desk or the Rooms Division Manager immediately. If smaller/minor items are missing, replace them immediately. The condominiums should always be in a proper functioning order. If any maintenance work is required, it should be done immediately before the maids are assigned to clean them.
11. Storage areas must be organized and free of clutter and shelves labeled to facilitate stocking and inventory procedures.
12. All guest room mattresses are to be rotated at an interval of every three months minimum to ensure the longest possible wear and guest comfort. Manufacturer's warranty requirements for validation conditions should be checked.

Job Description

1. Prepare Housekeepers' weekly schedules.
2. Keep file on each Housekeeper regarding his/her:-
 - start date
 - wage
 - complaints
 - day-off requests
 - holidays
 - sick leave
 - doctor's certificates
3. All the staff should be approved and hired with the conjunction of the Assistant General Manager in Burnaby.
4. You are to work in conjunction with the Rooms Division Manager of Downtown and the Assistant General Manager of Burnaby regarding staff disciplines and reprimand.
5. Reprimand can be done at this level and after the 4th reprimand has been issued, the Rooms Division Manager and the Assistant General Manager should be informed so that the necessary warning can be issued if the situation has not been rectified. You should ensure that a copy of all these correspondence be kept in the employees' files.
6. Personally oversee the training of any new staff.
7. Training of the maids and housemen and schedule them according to the requirements and occupancy of the Hotel, bearing in mind that overtime hours are costly and should be avoided.
8. Prepare time book on cut-off days for payroll purposes.
9. Keep logbook on housekeeping supplies used monthly.
10. Keep maintenance record logged in the computer at the Front Desk for the Rooms Division Manager to follow up.
11. Distribute housekeeping supplies such as toilet paper, Kleenex, towels, sheets, etc. as needed.
12. Maintain daily projects for Housemen to work on the up-keep of the Hotel.

13. Make up daily room lists for Housekeepers.
14. Check if all the checked out rooms are properly cleaned by the Housekeepers.
15. Spot-check one or two occupied rooms to see if proper housekeeping procedures are being followed.
16. Schedule properly to avoid overtime work.
17. Make a few rooms when needed.
18. Enter “Ready Rooms” into the Front Desk system when available.
19. Tags should be attached to any lost items left behind by guests and should be entered into a logbook accordingly.
20. Help guests with any special housekeeping requests to ensure the guests enjoy a better stay at the Hotel.
21. Review all Housekeepers’ Room Check Lists, make final report and compare them to the record at the Front Desk.
22. Keep a count of all master keys that are issued and returned.
23. Check Time Sheets and ensure proper time has been entered. Write beside the “hours worked”, the number of rooms that have been made or any other duties performed during the period such as laundry, turn downs, etc.
24. Prepare the Time Sheets daily and submit to the Business Center Secretary.
25. Check the laundry and lock up the laundry room.
26. Responsible for Housekeeping Department, Laundry and Maintenance of the entire building and reports to the Room Divisions Manager on a day-to-day basis. You also report directly to the Owner/Managing Director.
27. If required under emergency situations, the Housekeeping Supervisor may take the floor duties and prepare the rooms.
28. Responsible for storage areas, maintain and stock all the supplies and keep the inventory.
29. Complete inventory should be done once a month.

30. The staff room should be kept clean and tidy.
31. Thorough checking of 10 rooms each day as per the Daily Duties sheet attached so that the guest rooms can be maintained on a regular basis.
32. General cleaning to be done minimum once a year to ensure that room maintenance is well kept.