



## **JOB DESCRIPTION**

POSITION: HOUSEKEEPING SUPERVISOR  
DEPARTMENT: HOUSEKEEPING  
REPORTS TO: HOUSEKEEPING MANAGER  
RESPONSIBLE FOR: ROOM ATTENDANTS, HOUSEKEEPING TEAM LEADERS, HOUSEKEEPING PORTERS, PUBLIC AREA ATTENDANTS

### **JOB PURPOSE**

To assist the Housekeeping Manager in the effective operation of the housekeeping department, ensuring that all company standards of quality and cleanliness are maintained at all times whilst meeting the needs of the business

### **MAIN RESPONSIBILITIES AND KEY TASKS**

- To ensure all bedrooms are serviced/checked and laid out to the Company's standards and given back to Reception promptly
- To ensure all corridors and service rooms are cleaned to the Company's standards
- To ensure all maintenance requests are reported to the Maintenance Department promptly and, where necessary followed up
- To ensure all service rooms are well stocked with clean linen
- To check all vacant rooms on allocated floors and notify Reception of any changes
- To ensure good working relations with all other team members
- To cover shifts as per rotas
- To ensure special instructions are adhered to
- To implement necessary tasks of the day
- To prepare and maintain, with the Housekeeping Manager, spring cleaning programme, mattress turning schedule, special cleaning plans etc
- To report any suspicious incidents – including security risks and unusual persons in the corridors etc.
- To attend any training sessions, as required
- To assist the Housekeeping Manager in developing the team
- Allocate tasks/work load
- To assist the Housekeeping Manager to control cost ensuring that the department hits its budget targets
- To build up a good working relationship with the departments suppliers
- Attend/contribute to all relevant meetings
- To ensure that your department has a good working relationship with all the other areas of the hotel
- Familiarise yourself with our Core Values TITANIC which link to the desired behaviours that we expect all our employees to display
- To have a thorough knowledge of and adherence to the law regarding the following company regulations:
  - Fire regulations and procedures
  - Health and safety regulations
  - First aid procedures
- To be a good example of the company dress code and appearance standards – ensuring that your team fully comply with these
- To undertake special duties or work outside the normal daily/weekly routine but within the overall scope of the position at the request of your Line Manager/Operations Manager



TITANIC HOTEL  
BELFAST

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**The statements in this Job Description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.**

**I confirm that I have read and agreed this Job Description explaining the main duties of my job.**

SIGNATURE		
Employee name:	Employee signature:	Date: