



# JOLIE QUEST

HOTELS & RESORTS

## Job Description

TITLE: **Executive Housekeeper**

REPORTS TO: **General Manager**

DATE: **10/31/07**

## GENERAL PURPOSE

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Supervise the daily operations of the housekeeping staff, promoting a safe environment and quality service to achieve maximum guest satisfaction, protection of assets and minimal expenses.

Position supervises daily operation in maintaining the maintenance/sanitation of the guest rooms, public areas and pool/health club. May supervise the laundry operations. Recommends and implements procedural changes. Monitors inventories and expenses

## ESSENTIAL DUTIES & RESPONSIBILITIES

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Supervise the housekeeping employees to attract, retain and motivate them while providing a safe work environment; interview, schedule, train, develop, empower, coach and counsel, recommend and conduct performance and salary reviews and recommend discipline and termination, as appropriate.

Supervise and inspect the daily cleaning of the guest rooms, public areas and back of the house; ensure compliance with accident/loss prevention programs, SOPs and health/sanitation standards and regulations to achieve a high level of cleanliness and guest satisfaction.

Monitor and report on expenses (payroll and supplies) to aid in controlling costs while ensuring adequate staff and supplies are on hand to provide top quality services.

Respond to guest requests, concerns and problems to ensure guest satisfaction.

Refer and follow-up on maintenance issues/problems with Engineering to protect hotel assets, ensure a safe, accident free environment for guests and employees and maintain/improve guest satisfaction.

Log items into the Lost and Found and answer inquiries to maintain controls and ensure guest satisfaction.

Implement emergency training and procedures to ensure appropriate protection of the hotel's guests, staff and company assets.

## OTHER DUTIES & RESPONSIBILITIES

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Perform special projects and other responsibilities as assigned. Participate in hotel committees and task force assignments.

Travel - limited occasional travel locally to seminars.

Hours: 40-50 hours over a five day period; scheduled days and times may vary based on need.

## SUPERVISORY DUTIES

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One to sixty employees.

## JOB QUALIFICATIONS

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### KNOWLEDGE

- Requires thorough knowledge of the Housekeeping field.
- Requires knowledge of our company/hotel policies and procedures and the ability to determine course of action based on these guidelines.
- Requires supervision/management skills. Ability to compile facts and figures.
- Ability to communicate information and hotel services to management and guests. Second language may be required.

### SKILLS

- Moderate hearing necessary for one-on-one communication with guests.
- Excellent vision necessary for constant walkthrough checks, for attention to detail, analyze reports.
- Moderate speech communication skills necessary for one-on-one communication with guests.
- Excellent literacy necessary to analyze report data, prepare reports and initiate correspondence.

### ABILITIES

- Lifting - up to 25 lbs. issuing supplies, inventory, receiving supplies, organizing, etc.
- Pushing - limited; Pulling - limited
- Carrying - up to 25 lbs. issuing supplies, inventory, receiving supplies, organizing, etc.
- Bending - 30% of shift touring property, checking rooms, etc.
- Kneeling - 5% of shift checking rooms.
- Mobility - continuous movement throughout the hotel.
- Continuous standing - 30% of shift.
- Climbing of approximately 100 steps 20% of shift.
- Climbing ladders of approximately 3 feet 5% of shift.
- No driving required.

### EDUCATION & FORMAL TRAINING

- One to two years of post high school education.

### EXPERIENCE

- Experience required by position is from two to three full years of employment in a related position with this company or other organization(s).

### MATERIALS & EQUIPMENT USED

- Chemicals/Agents used: Cleaning chemical agents, Liquid Paper Correction Fluid, typewriter ribbons.
- Operation of telephone, calculator, copy machine, pager, computer, computer printer, vacuum, wet vac, industrial iron, industrial washer/dryer, floor buffer.

### ENVIRONMENT

- Inside 95% of shift.

EMPLOYEES ARE HELD ACCOUNTABLE FOR ALL DUTIES OF JOB