

Housekeeping Supervisor Job Description Template

Overview of Housekeeping Supervisor

A Housekeeping Supervisor oversees and manages the housekeeping operations in various establishments. They possess excellent organizational and leadership skills, ensuring that cleanliness and order are maintained to the highest standards. Housekeeping Supervisors are responsible for training and supervising housekeeping staff, scheduling tasks, and ensuring efficient operations. With attention to detail and a keen eye for cleanliness, they play a vital role in creating a welcoming and comfortable environment for guests, enhancing the reputation and success of the establishment.

What Does a Housekeeping Supervisor Do?

Are you a meticulous organizer with a knack for maintaining a clean and orderly environment? We are seeking a dedicated Housekeeping Supervisor to join our team and ensure the highest standards of cleanliness and hygiene are upheld.

In this role, you will lead and supervise a team of housekeeping staff, overseeing their daily activities, providing training and guidance, and maintaining high standards of cleanliness and hygiene throughout the premises.

If you have a passion for maintaining a pristine environment and have strong leadership skills, then this role is for you!

Housekeeping Supervisor Responsibilities and Roles

- ❖ Supervise and coordinate the activities of housekeeping staff, including scheduling, training, and performance management.
- ❖ Inspect and ensure the cleanliness and tidiness of guest rooms, common areas, and facilities, following established standards and procedures.
- ❖ Oversee inventory management, including ordering supplies, monitoring usage, and maintaining adequate stock levels.
- ❖ Conduct regular inspections and quality checks to identify areas for improvement and ensure compliance with health and safety regulations.

- ❖ Respond promptly to guest requests, concerns, and complaints, taking appropriate action to resolve issues and ensure customer satisfaction.
- ❖ Maintain records and documentation related to housekeeping operations, including cleaning schedules, inventory lists, and staff attendance.
- ❖ Collaborate with other departments, such as maintenance and front desk, to coordinate cleaning schedules, room turnovers, and special requests.
- ❖ Teach and guide housekeeping employees in security protocols, cleaning methods, and standards of customer service.
- ❖ Implement and enforce company policies and procedures, ensuring compliance with all relevant regulations and guidelines.

Housekeeping Supervisor Skills and Requirements

- ❖ High school diploma or equivalent; additional certification in hospitality or housekeeping is a plus.
- ❖ Apparent janitorial or housekeeping experience, including at least two years in a management role.
- ❖ Excellent interpersonal and leadership abilities, with the capacity to inspire and lead a team.
- ❖ Strong time-management and organizing skills, along with an excellent attention to detail.
- ❖ Understanding of cleaning methods, tools, and products with an emphasis on effectiveness and safety.
- ❖ Ability to communicate effectively with staff, guests, and management, both verbally and in writing.
- ❖ Flexibility to work evenings, weekends, and holidays, as required.
- ❖ Physical stamina and ability to lift, push, and carry heavy objects.
- ❖ Familiarity with computer systems and software for scheduling, inventory management, and reporting.

Pro Tip

While screening applicants and employees, deploying skill testing and competency-based valuation is crucial for a bias-free hiring process. Use Xobin to run end-to-end screening, assessment and AI-powered video interviews for this role and 1500+ other roles.