

Liberty Hospitality of Maine

Job Description –Executive Housekeeper

Position: Executive Housekeeper

Department: Housekeeping

Supervisor: GM/Operations Manager

Job Titles Supervised: Housekeeping, Laundry, House Attendant

Date: September 2012

FLSA: Exempt (Salary)

Overview:

The Executive Housekeeper oversees the safe and efficient operation of cleaning guest's room and hotel areas ensuring high standards are met to achieve guest satisfaction

The employee must display ability to effectively communicate (verbally and in writing), listen, take initiative, work independently and in teams, and lead by example. He/she must be able to exercise good judgment and discretion, display effective problem solving skills, and provide excellent customer service. Additionally, he/she must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through.

We expect our employees to champion, embrace and live the company values: to be Hospitable at all times, Willing to make the extra-effort, Fair in all of our dealings, Respectful to our guests, our property and each other, Professional in all situations and Proud to be part of the Very Best!

Job Duties and Responsibilities:

- Daily inspection of rooms and public areas to ensure compliance with department standards and guest expectations
- Implements and trains housekeepers for recycling program, bed bug prevention program and water conservation program
- Assists in performing Room Attendant duties per staffing needs
- Maintaining internal control of hotel's Master keys. Keys must be signed out, turned in daily and kept under lock and key
- Completing daily forms as needed, i.e. status changes, performance log, accident reports, housekeeping logs with times, averages, etc.
- Ensuring housekeeping equipment is in good working condition, i.e. carts, vacuums, mops, etc
- Maintenance of hotel Lost and Found program
- Supports the hotel in achieving high performance levels in service and profitability
- Responds to guest concerns or complaints in a timely and courteous manner
- Supports a culture that promotes high employee morale and performance
- Ability to effectively coach, motivate, lead and resolve employee concerns by timely communicating on-going positive and constructive feedback

- Keeps timely & accurate documentation via performance log, attendance record, and corrective action form. (Must partner with GM/HR on all terminations)
- Interviews, selects, trains, and orients employees per WFLP process and procedures
- Sets and adjusts the rates of pay and status for direct reports (i.e. Full Time, Part Time, etc.)
- Schedules staffing and assignment of daily duties to meet hotel needs while effectively controlling payroll
- Review daily Time & Attendance of staff
- Trains team how to punch in, out and transfer departments (holds employees accountable)
- Verifies compliance with PTO and Holiday pay policy
- Reviews and maintains timely and accurate “status” of employees for benefit plans, i.e. Full-time, Part-time and Terminations
- Compliance with Local, State and Federal laws, as well as, all hotel policies and procedures (Employee Handbook, Conduct Policy, Safety Policy, etc.)
- Promotion of the company Safety Policies and Procedure and takes corrective action when necessary
- Aggressively manages workers’ compensation claims (partners with GM?HR as needed)
- Compliance with Brand Standards Manual (if a Branded Property)
- Conducts annual performance evaluations with staff
- Uses meetings, memos or bulletins to keep staff informed of hotel events, policies, etc.
- Attends and participates in Department Manager meetings to foster open lines of communication
- Participation in the annual budgeting process and effective management of department expenses in line with the budget
- Maintains adequate inventory of supplies (ordering, tracing inventory, storage and invoice coding)
- Assumes managerial responsibilities for the hotel in the absence of the GM
- Arrives to work in appropriate work attire (uniform, foot wear, name tag) neat and professional in appearance
- Performs additional duties as assigned

Skills Required:

Solid leadership, decision making, and problem solving skills. Working knowledge of e-mail, Word for Windows and Excel and general office administration skills. Excellent customer service skills.

Experience / Education:

Experience as a room attendant and 2 plus years’ of supervisory experience required, management experience preferred. High School diploma and/or equivalent work experience.

Performance Measurement:

90 Day performance review, annual performance review, attendance, productivity, feedback from others, Guest Response scores, etc.

Physical Demands:

This is a very physical demanding job that requires extended periods of walking, standing, bending, lifting, twisting , kneeling and lifting of up to 40 lbs. Moderate computer keying using both hands, and viewing material on a computer screen. Extended workdays may be required to accomplish tasks and meet workload demands during peak periods. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read and understand the contents of this job description and agree to perform duties as stated.

Manager

Date

Employee

Date