

Position: Housekeeping Supervisor	Department: Rooms (Housekeeping)	Supervisor: Executive Housekeeper and/or Rooms Division Manager	
Job Titles Supervised: Room Attendant, Public Area Cleaning, Laundry Attendant, House Attendant, Room Inspector	Date: October 11, 2017	FLSA: Hourly (Non-Exempt)	Benefits: Eligible if Full Time

Overview:

This position shares in adding warmth and happiness to every guest experience by ensuring that all areas of the hotel are safely and efficiently cleaned to specified standards to ensure high levels guest satisfaction. He/She supports the Executive Housekeeper and/or Rooms Division Manager in daily operations as it pertains to supervising team members, i.e. scheduling, ordering supplies, and performance management.

This employee must display effective listening and communication skills, initiative, ability to 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.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- ***Working Safely*** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive “can do” attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly “hello.” Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned



Job Duties and Responsibilities:

- Lead and manage others in the absence of the Executive Housekeeper/Rooms Division Manager, including training new hires, coaching, leading by example, providing positive and constructive feedback, etc.
- Inspect rooms and public areas daily, to ensure compliance with department standards and guest expectations, i.e. check all vacant rooms each day to ensure cleanliness standards are being met, (last check for "First Impression" – drapes, beds & skirts, chairs, lamps, towels, toiletries, carpet, halls are clear of equipment and trash, etc.)
- Assist staff in cleaning and maintaining hotel; ability to perform all Room Attendant duties including cleaning a minimum of 14 rooms at approximately 30 minutes each)
- Ensure carts are stocked sufficiently based on room assignments
- Utilize reports from the Executive Housekeeper/Rooms Division Manager to avoid disturbing guests and maximize efficiency
- Remove all dirty linen from beds and bathrooms and assess for blood borne pathogens. *(It is the expectation that beds be stripped and refreshed with "clean" linen. Choosing NOT to change bedding will result in corrective action up to and including immediate termination)*
- Remove all trash and debris and replace liners where necessary
- Make beds neatly with fresh sheets and pillowcases, clean mirrors, windows and frames, dust all furniture fixture and frames; ensure furnishings and fixtures are cleaned and placed properly
- Clean entire bathroom including floors, tubs, toilets, sinks and surfaces by kneeling, bending, squatting
- Turn in all articles found in room to Executive Housekeeper/Rooms Division Manager; ensure items are properly dated, bagged and tagged
- Delete any existing voicemail messages on telephone
- Clean carpeting with vacuum and hose attachments for corners and edges
- Detect and report to Management any potential dangers including suspicious behavior, broken glass, leaks, electrical issues, etc. Do not attempt to dispose of dangerous substance without supervision
- Report damage, abuse or smoking in non-smoking rooms to Manager
- Maintains accurate/organized records of discrepancies found in guest rooms in order to use for training purposes
- Maintain internal control of hotel's Master keys – keys must be signed out, turned in daily and kept under lock and key
- Follow labels and MSDS instructions for proper techniques when mixing chemicals, disinfectants and solutions used in the work areas
- Operate hotel equipment in a safe and efficient manner
- Wear protective gear such as gloves, goggles, kneepads to work safely and prevent injury
- Promote security by keeping doors locked; restrict access to guestrooms and keep keys on person at all times; keep carts in front of doorways while inside the guestroom
- Ensure all guest supplies are replenished daily consistent with brand standards
- Verify items in guestroom are in good working order including TV's, lights, radio/clocks, hair dryer, coffee makers, A/C, heat
- Identify, communicate and follow-up on maintenance issues; utilize Olympia Hotel Hero system to assist with work flow and follow up

Supervisor Responsibilities & Expectations:

- Support the hotel in achieving high performance levels in service and profitability
- Hold self and others accountable for achieving results
- Support a culture that promotes high employee morale and performance
- Provide strong leadership, motivate staff to reflect a high level of enthusiasm and guest satisfaction
- Respond to guest/employee concerns or complaints in a timely and courteous manner; (ability to effectively problem solve)
- Effectively coach, motivate, lead and resolve employee concerns by timely communicating on-going positive and constructive feedback, and keeping manager informed as needed
- Review daily Time & Attendance punches in payroll and maintain Attendance Spreadsheet (log), accurately reflecting reasons for occurrences
- Assist with keeping timely & accurate documentation; all documentation must be approved and issued by the manager
- Train team how to punch in, out & transfer departments (holds employees accountable via use of missed punch form)
- Assignment of daily duties, based on scheduled staffing, to meet hotel needs while effectively controlling payroll; effectively communicate any shortages or needs to management
- Orient employees per OHM's process and procedures



Skills Required:

Leadership, problem-solving, and basic computer skills; ability to share knowledge and teach others to perform tasks, high level customer service, effective communication with guests and team members, able to follow instructions, learn quickly, pay attention to detail, and maintain composure when working under pressure

Experience / Education:

Prior experience as a room attendant; high school diploma or equivalent combination of education and work experience

Performance Measurement:

90 Day performance review, ongoing feedback from supervisor, attendance, productivity, feedback from others, etc.

Physical Demands:

This is a very physically demanding job that requires extended periods of walking, standing, bending, lifting, twisting and kneeling. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (See Physical Requirements section for detailed information)

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager	Date	Employee Signature	Date
----------------	-------------	---------------------------	-------------



Physical Requirements of this position

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place cursor to the left of the box, double click, under “Default Value” click on not checked or unchecked to select the box.)

Sitting (Number of hours a worker must be sitting)	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Occasionally may sit to perform tasks
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Standing (Number of hours standing)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Majority of time is spent standing and walking to perform duties, i.e. changing bedding, cleaning sinks, mirrors, dusting, vacuuming, etc.
<input type="checkbox"/> 1-3 hours/day	
<input checked="" type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Walking (Number of hours walking in one place)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Majority of time is spent standing and walking to perform duties, i.e. changing bedding, cleaning sinks, mirrors, dusting, vacuuming, etc
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input checked="" type="checkbox"/> 7 or more hours/day	

Bending	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent bending while performing duties, i.e. changing bedding, cleaning bathrooms, dusting around floor edges, etc.
<input type="checkbox"/> Infrequent Bending: 1-120 bends/day (15 bends/hour)	
<input type="checkbox"/> Moderate Bending: 121-480 bends/day (1 bend/minute)	
<input checked="" type="checkbox"/> Frequent Bending: 481 or greater bends/day (>1 bend/minute)	

Squatting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Infrequent squatting while performing duties, i.e. picking up bedding and supplies.
<input checked="" type="checkbox"/> Infrequent Squatting: 1-120 squats/day (15 squats/hour)	
<input type="checkbox"/> Moderate Squatting: 121-480 squats/day (1 squats/minute)	
<input type="checkbox"/> Frequent Squatting: 481 or greater squats/day (>1squat/minute)	

Kneeling	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Kneeling required while cleaning bathrooms
<input type="checkbox"/> Infrequent Kneeling	
<input checked="" type="checkbox"/> Moderate Kneeling	
<input type="checkbox"/> Frequent Kneeling	



Twisting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent twisting while changing bedding, cleaning bathrooms, etc.
<input type="checkbox"/> Infrequent: 1-120 twists/day	
<input type="checkbox"/> Moderate: 121-480 twists/day	
<input checked="" type="checkbox"/> Frequent: 481 or greater twists/day (>1 twist/minute)	

Lifting Floor to Waist	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent lifting of trash, laundry, supplies, etc.
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input checked="" type="checkbox"/> Frequent: up to 25 lbs	

Lifting to Waist to Shoulder	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Moderate lifting while performing duties, i.e. obtaining laundry, bedding and supplies.
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input checked="" type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Lifting Overhead	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Occasional lifting overhead to obtain laundry, bedding and supplies, etc.
<input checked="" type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Pushing / Pulling	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent pushing/pulling while performing duties, i.e. vacuuming, push/pulling supply cart, etc.
<input type="checkbox"/> 1-3 hours/day	
<input checked="" type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Wrist / Hand / Fingers Repetitive Movements	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent repetitive wrist/hand movements while performing cleaning duties, i.e. cleaning sinks, mirrors, etc.
<input type="checkbox"/> Infrequent	
<input type="checkbox"/> Moderate	
<input checked="" type="checkbox"/> Frequent	

Cardiovascular - Endurance (Maximum Work-load Required Each Day)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Fast paced environment, on feet and in motion for majority of shift.
<input type="checkbox"/> Light energy requirements	
<input type="checkbox"/> Moderate energy requirements	
<input checked="" type="checkbox"/> Heavy energy requirements	

Manager

Date

Employee Signature

Date