

Housekeeping

Role and Task Descriptions

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Human Resources



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Year 1: Housekeeper

As a housekeeper in the hotel, you maintain a clean, organised and welcoming environment for guests. Your attention to detail and dedication to cleanliness contribute significantly to the overall guest experience. The roles and tasks include:

1. Room Cleaning:
 - a. Clean and maintain guest rooms, ensuring high standards of cleanliness and hygiene.
 - b. Change bed linens, replace towels and restock guest amenities.
 - c. Vacuum, dust and sanitise all surfaces in rooms.
2. Public Areas:
 - a. Clean and maintain the cleanliness of public spaces such as lobbies, corridors and restrooms.
 - b. Ensure all public areas are presentable and inviting to guests.
3. Inventory Management:
 - a. Monitor and report the need for cleaning supplies and amenities.
 - b. Keep track of cleaning inventory and report any discrepancies.
4. Guest Interaction:
 - a. Respond promptly to guest requests and inquiries in a professional and friendly manner.
 - b. Report any guest issues or concerns to the housekeeping supervisor.
5. Team Collaboration
 - a. Work collaboratively with other housekeeping staff to ensure efficient and thorough cleaning operations.
 - b. Communicate effectively with other hotel departments for seamless guest experiences.
6. Adherence to Standards:
 - a. Follow hotel policies and procedures related to housekeeping.
 - b. Adhere to safety and security protocols, including proper handling of cleaning chemicals.
7. Attention to Detail:
 - a. Pay close attention to detail to identify and address any cleanliness or maintenance issues promptly.
 - b. Report any damage or maintenance issues in guest rooms to maintenance staff.
8. Laundry Management:

- a. Collect and process laundry from guest rooms and public areas.
- b. Operate laundry equipment and ensure proper handling of linens.

Top characteristics for this role:

- Ability to work both independently and as part of a team
- Strong attention to detail and organisational skills.

Related Learning Outcomes:

- Provides creative solutions that add value to the hospitality industry and its environment (LO5)
- Acts as a leader who can adapt to situations and circumstances to guide, manage, and lead teams effectively (LO6)
- Develops and shares a sustainable mind-set to have a positive impact on tomorrow's world (LO7)
- Understands own norms and values to reflect on ethical behaviour as a professional (LO9)

Year 2: Housekeeping Supervisor

The Housekeeping Supervisor is a key leadership position responsible for overseeing and managing the daily operations of the housekeeping department in the hotel. This role plays a crucial part in ensuring that guests experience a clean and comfortable stay. The Housekeeping Supervisor leads a team of housekeeping staff, sets standards and ensures the overall cleanliness and orderliness of the hotel.. The roles and tasks include:

1. Team Leadership:
 - a. Supervise and lead the housekeeping team, providing guidance, training and support.
 - b. Schedule and coordinate work assignments to ensure efficient coverage and completion of artefacts.m
2. Inventory Management:
 - a. Monitor and manage housekeeping supplies, amenities and cleaning products.
 - b. Coordinate with the purchasing department to ensure and adequate supply of cleaning materials.
3. Guest satisfaction
 - a. Respond to guest inquiries and concerns regarding housekeeping matters.
 - b. Collaborate with the front office and other departments to address guest needs promptly..
4. Scheduling and Budgeting:
 - a. Create and manage employee schedules, considering occupancy levels in peak times.
 - b. Assist in budget planning related to staffing, supplies and equipment.
5. Quality Control:
 - a. Conduct regular inspections of guest rooms and public areas to ensure adherence to cleanliness and hotel standards.
 - b. Address any deficiencies or issues promptly and provide constructive feedback to housekeeping staff.
6. Performance Evaluation:
 - a. Conduct regular performance evaluations for housekeeping staff.
 - b. Recognise and reward outstanding performance and address performance issues as needed.
7. Training and Development:

- a. Conduct training sessions for new and existing staff
 - b. Keep the team updated on new cleaning techniques, equipment and hotel policies.
8. Healthy and Safety Compliance:
- a. Ensure compliance with health and safety regulations and guidelines
 - b. Monitor compliance with hotel policies and industry regulations. .

Top characteristics for this role:

- Knowledge of cleaning techniques, materials and equipment.
- Ability to work under pressure and handle multiple tasks simultaneously.
- Excellent organisational and communication skills

Related Learning Outcomes:

- Building a Professional Network (LO2)
- Sustaining a Professional Network (LO2)
- Creating valuable solutions for the hospitality industry (LO5)
- Implementing and evaluating innovative solutions for the hospitality industry (LO5)
- Tactical Leadership (LO6)
- Strategic Leadership (LO6)

Year 3: Executive Housekeeper

The Executive Housekeeper is a senior management role responsible for overseeing and leading the entire housekeeping department within the hotel. This pivotal position ensures the highest standards of cleanliness, orderliness, and guest satisfaction. The Executive Housekeeper is instrumental in managing a team of housekeeping staff, implementing efficient processes and maintaining a welcome environment for guests.. The roles and tasks include:

1. Leadership and Team Management:
 - a. Provide strategic leadership to the housekeeping department, setting goals and objectives aligned with the hotel's overall mission.
 - b. Recruit, train and supervise housekeeping staff, fostering a positive and efficient team culture.
2. Quality Assurance:
 - a. Establish and enforce high cleanliness standards throughout the hotel, including guest rooms, public areas and back-of-house spaces.
 - b. Conduct regular inspections and audits to ensure compliance with cleanliness and maintenance standards.
3. Inventory and Budget Management:
 - a. Manage the housekeeping budget, including labour costs, supplies and equipment
 - b. Develop and maintain effective inventory control system for cleaning supplies and amenities. .
4. Scheduling and Resource Allocation:
 - a. Develop and implement housekeeping schedules, ensuring optimal coverage based on occupancy levels and peak times.
 - b. Allocate resources efficiently to meet operational needs and cost-effectiveness.
5. Guest Satisfaction:
 - a. Monitor and respond to guest feedback related to housekeeping services.
 - b. Collaborate with other departments, especially the front desk, to address guest needs promptly and effectively.
6. Staff Training and Development:
 - a. Oversee the training programs for housekeeping staff, ensuring continuous improvement in skills and knowledge.

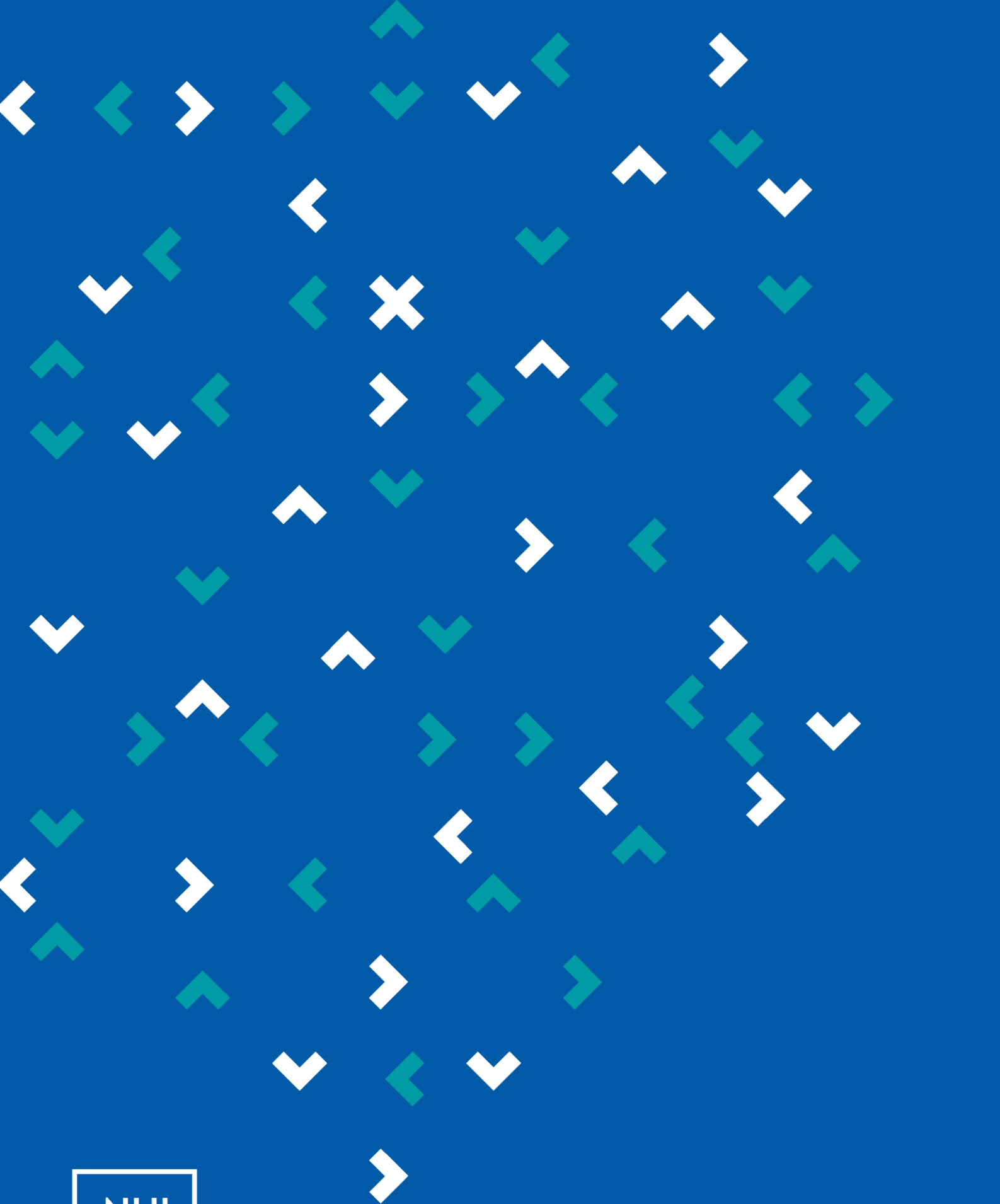
- b. Keep the team update on industry best practices new technologies, and hotel policies.
7. Safety and Compliance:
 - a. Ensure that housekeeping staff follows safety procedures and guidelines.
 - b. Monitor compliance with hotel policies, industry regulations and health standards.
8. Collaboration with Other Departments:
 - a. Works closely with maintenance, front office and other departments to ensure seamless coordination and communication.
 - b. Participate in regular meetings with hotel management to discuss overall operational efficiency and guest satisfaction.

Top characteristics for this role:

- Strong leadership and organisational skills.
- Excellent communication and interpersonal abilities.
- Familiarity with industry trends, cleaning technologies and best practices.

Related Learning Outcomes:

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)



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