



## **Terms and Conditions for Job Descriptions**

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# [COMPANY NAME] JOB DESCRIPTION

**Position:** Housekeeping  
Supervisors

## **Job Description:**

Supervise work activities of cleaning personnel to ensure clean, orderly, and attractive rooms in hotels, hospitals, educational institutions, and similar establishments. Assign duties, inspect work, and investigate complaints regarding housekeeping service and equipment and take corrective action. May purchase housekeeping supplies and equipment, take periodic inventories, screen applicants, train new employees, and recommend dismissals.

## **Job Tasks:**

- Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.
- Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
- Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.
- Coordinates work activities among departments.
- Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
- Inventories stock to ensure adequate supplies.
- Evaluates records to forecast department personnel requirements.
- Makes recommendations to improve service and ensure more efficient operation.
- Prepares reports concerning room occupancy, payroll, and department expenses.
- Selects and purchases new furnishings.
- Performs cleaning duties in cases of emergency or staff shortage.
- Examines building to determine need for repairs or replacement of furniture or equipment, and makes recommendations to management.
- Attends staff meetings to discuss company policies and patrons' complaints.
- Issues supplies and equipment to workers.
- Establishes standards and procedures for work of housekeeping staff.

- Advises manager, desk clerk, or admitting personnel of rooms ready for occupancy.
- Records data regarding work assignments, personnel actions, and time cards, and prepares periodic reports.
- Screens job applicants, hires new employees, and recommends promotions, transfers, and dismissals.

### **Required Knowledge:**

- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Personnel and Human Resources** -- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- **Administration and Management** -- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Education and Training** -- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

### **Required Skills:**

- **Management of Personnel Resources** -- Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Coordination** -- Adjusting actions in relation to others' actions.
- **Time Management** -- Managing one's own time and the time of others.
- **Speaking** -- Talking to others to convey information effectively.
- **Management of Material Resources** -- Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- **Judgment and Decision Making** -- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Instructing** -- Teaching others how to do something.
- **Writing** -- Communicating effectively in writing as appropriate for the needs of the audience.

- **Active Listening** -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension** -- Understanding written sentences and paragraphs in work related documents.

### **Abilities Required:**

- **Oral Expression** -- The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Written Expression** -- The ability to communicate information and ideas in writing so others will understand.
- **Written Comprehension** -- The ability to read and understand information and ideas presented in writing.

### **Job Activities:**

- **Coordinating the Work and Activities of Others** -- Getting members of a group to work together to accomplish tasks.
- **Making Decisions and Solving Problems** -- Analyzing information and evaluating results to choose the best solution and solve problems.
- **Guiding, Directing, and Motivating Subordinates** -- Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
- **Communicating with Supervisors, Peers, or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Monitoring and Controlling Resources** -- Monitoring and controlling resources and overseeing the spending of money.
- **Staffing Organizational Units** -- Recruiting, interviewing, selecting, hiring, and promoting employees in an organization.
- **Evaluating Information to Determine Compliance with Standards** -- Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- **Estimating the Quantifiable Characteristics of Products, Events, or Information** -- Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.

- **Monitor Processes, Materials, or Surroundings** -- Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- **Identifying Objects, Actions, and Events** -- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

I \_\_\_\_\_ acknowledge that I have read and understood this job description for the position of Housekeeping Supervisor.

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Date: \_\_\_\_\_