

Position Description | Housekeeping Team Leader

Reporting Line

Guest Services Team Leader > Guest Services Manager/Supervisor > Executive Management Team

Job Scope

To supervise and lead a small team of housekeeping room attendants; to ensure cleanliness in all assigned areas, to report rooms ready for occupancy after cleaning, and to manage the supply of all housekeeping requirements i.e. chemicals, cleaning tools, linen, tea, coffee, milk, sugar, toiletries, and its distribution. This role involves adherence to local regulations concerning health, safety, or other compliance requirements, as well as company standards and local policies and procedures.

Team Leader Responsibilities

- Ensures the implementation of housekeeping standards and procedures by participating in the actual cleaning and maintenance processes of the allocated area.
- Helps the Guests Services Manager/Front Office Team to open and close the shift and ensure effective shift hand over.
- Assists with the preparation of efficient work schedules and rosters.
- Ensures that room attendants complete all of their assigned daily room cleaning as per housekeeping standards.
- Ensures that room attendants complete their allocation of rooms in a timely manner.
- Assists in the weekly housekeeping productivity report. Use each week's results to better the department.
- Performs room inspections to 5 star resort standards.
- Co-ordinates special projects (e.g. deep cleaning, vermin control, window and carpet cleaning, room inventories).
- Personally conducts training for all housekeeping colleagues as required.
- Provides feedback on performance to Guest Services Manager for the purpose of performance evaluations, probation periods, annual performance reviews, promotion or transfer consideration and salary reviews.
- Ensures that the appropriate standards of conduct, dress, hygiene, uniform and appearance are maintained by all room attendants at all times.
- Attends all property trainings/meetings and daily briefings as required.
- Adheres to all at Hotel Group policies and procedures.
- Manages storage areas under allocated jurisdiction.
- Maintains adequate stock levels and order stock as required.
- Manage linen, ensure rejected and missing linen is reported. Maintain stock levels.
- Actively participates in energy saving and recycling initiatives and ensures all room attendants follow the same.
- Ensure that the team is taking care of the company's and any apartments equipment.
- To carry out any additional tasks and projects as requested by management.

Human Resources Responsibilities

Assist the Management Team in the following:

- Establish on-going On Job Training Programs within the department to meet company standards.
- Induct new staff into the team, department, and property in the first week of their employment.
- Ensure that all staff under your control carry out their duties in accordance with company and property procedures.
- Openly communicate with staff ensuring regular briefings occur and all relevant information is passed on.

Housekeeping Responsibilities

- Clean guest rooms, storage areas and corridors as allocated to the required standard.
- Ensure guest supplies and advertising material in bedrooms and bathrooms are replenished to the correct standards for the room type.
- Report any lost property following correct procedures.
- Carry out programmed / regular cleaning duties as allocated.
- Use and clean equipment with care, reporting any defective equipment to manager.
- Ensure all department equipment is maintained to a high standard.
- Ensure that care is taken with all equipment owned by the company.
- Ensure that the upmost care is taken with each apartments equipment, furniture and fittings. Understanding that our company manages the apartment on behalf of owners.
- Report any suspicious persons or items to manager.
- Understand the correct usage and storage of cleaning agents in line with health and safety regulations and manufacturer's instructions.
- Meets room cleaning productivity as per targets set by individual property.
- Reports damage or malfunction in hotel rooms to superior.
- Requires work in damp, dusty and dirty areas.
- Must clean up human waste and other body fluids, as required.
- Responsible for daily disposal of trash, waste, and other disposable materials.
- Dust furniture, light fixtures, window sills, bedheads, curtain rods, etc.
- Vacuum & mop floors in all guests rooms on each departure and, if required, during a service.
- Clean toilets, bathroom sinks, kitchen sinks, mirrors, baths and showers daily.
- Check arrival rooms and clean if necessary.
- Clean air vents.
- Replenishes guest supplies as per the individual hotel standards.
- Ensure the upmost care is given to our linen, ensure rejected and missing linen is reported.
- Ensure any repairs and/or replacements to the units is recorded and reported to management.
- Attend to other duties as requested by Management.

Customer Relations Responsibilities

- Provide efficient, friendly and professional service to all guests.
- Understand and actively seek to review the feedback left by the guest in our 60 second surveys. Participate and initiate preventative actions based on these results.
- Lead by example when attending to guest requests. Show efficiency in constantly striving to provide total customer satisfaction.
- Advises management of any negative feedback or complaints received by customers or staff.
- Take initiative to ensure that interactions with our customers (internal or external) are positive and productive, call the manager if difficulties arise.
- Work together with trust so that colleagues and management meet the goals of the department/company.
- Treat customers and colleagues from all cultural groups with respect, sensitivity and transparency.

Systems & Procedures Responsibilities

- Log and inform your manager of any system problems. Suggest any improvements that could be made to improve existing systems and procedures.
- Follow policies and procedures outlined in any company policies and procedures.
- Complete all duties, and ensure a concise hand over for every shift.

Workplace Health & Safety Responsibilities

- Notify your manager of any reason you may not be capable of performing your tasks safely.
- Participate in workplace consultation on matters pertaining to workplace health and safety.
- Comply with safe work practices, including the use of safe manual handling techniques, safe use of hazardous chemicals and machinery, working at heights procedures, using protective clothing and safety equipment where available and necessary, maintaining a clean, tidy work environment, and any other safety practice promoted and required by the company.
- Ensure all equipment is kept in good working order and used only for the purpose for which it was intended.
- Attend and actively participate in all WHS training required of you by the company.
- Report any health or safety hazards, incidents, and injuries to your manager as soon as possible. Hazards may include unsafe working conditions, equipment and machinery faults or damage, and other housekeeping or maintenance needs that may affect the safety of any person/s at the property. Ensure that the appropriate documentation is completed correctly, such as the Incident Form.
- Participate and contribute to the risk assessment process when requested by your manager.
- Be fully conversant with departmental fire and evacuation procedures.
- Be fully conversant with information contained in chemical material safety data sheets (MSDS) and ensure the proper procedures are followed for the safe and correct use and disposal of chemical substances.
- Maintain cleanliness and hygiene standards within all work areas.
- Notes & monitors unusual behaviour or activities in complex.

Other Responsibilities

- Take responsibility to ensure all required tasks are completed accurately and within given time frames.
- Participate in scheduled training and development programs provided by the company to improve self and department standards and attend departmental meetings as required.
- Abide by the company's policy and procedures at all time.
- Ensure wherever possible that employees are provided with a work place free of discrimination, harassment and victimisation.
- Follow property procedures with respect to grooming, performance and conduct standards, occupational health and safety, emergency procedures and all other property policies and procedures.
- Ensure company, customer and staff information or transactions are kept confidential during or after employment with the company.
- Continually strives to improve self; knowledge and skills.
- Any other reasonable request within your range of competence as required by management.

This job description is not exhaustive and will evolve as the company's organisational needs change.