



**COMPANY:** Think Apartments

**JOB TITLE:** Housekeeping Assistant Supervisor

**REPORTING TO:** Operations Manager /Executive Head Housekeeper/ Deputy Head Housekeeper

**RESPONSIBLE FOR:** Think Housekeeping room attendants/ Porters/ public areas cleaners

**KEY LIAISON:** Front Office employees  
Hotel guests  
Suppliers  
Contractors

#### **SCOPE & MAIN PURPOSE**

To provide exceptional Housekeeping service to all guests of Apartments, ensuring quality standard are maintained whilst achieving maximum revenue and guest satisfaction.

#### **KEY OBJECTIVES**

To be totally customer focused by consistently delivering excellent customer service with an informed, friendly and effective approach.

Maintain the efficient day to day operation of a building section assigned by the Executive Housekeeper or the Deputy Head housekeeper

#### **PRIME RESPONSIBILITIES distributed between the Key Result Areas**

##### ***Customer Focus:***

1. To ensure that the Think Housekeeping Department creates a professional impression to customer and team members.
2. To ensure the housekeeping team behave accordingly to Think professional standards when dealing with guests.

##### ***Business Awareness:***

1. To control all linen stocks and levels, ensuring linen costs are controlled in accordance with Think procedures.
2. To assist with the control of purchasing in department

##### ***Specific Job Accountabilities:***

1. Allocate daily tasks to Room Attendants, porters, public area cleaners when on early duty. Check that allocations are effective and logical as trained.

2. Spot check uniform standard and appearance of all housekeeping staff reporting for duty and correct before staff leave office for their working areas.
3. Prepare work rotas for all members of the housekeeping department by completing the agency sheet.
4. Review the ready room status frequently during the day ensuring there is a steady number of units available for guest check in.
5. Liaise with outside contractors such as window cleaner, carpet shampooer and builders.
6. Update individual training files. Identify and train staff liaising with HOD. Re coach staff where necessary, record and follow up/review training.
7. Liaise on a daily basis with Executive Head Housekeeper and Deputy Head housekeeper on staff performance.
8. Complete time sheets accurately and deal with help from Deputy and Head Housekeeper any wage queries, holidays, bank holidays, compassionate leave, etc. for all housekeeping staff, and record all lateness, sickness, and absenteeism.
9. Carry out recorded Floor walk of all HK areas.
10. Communicate all relevant points with colleagues, verbally /handover/diaries.
11. Liaise with Front Office regarding early arrivals, VIPs, group arrivals and special requests.
12. Check occupancy levels on a daily basis to ensure full coverage of staff advise housekeeper of any shortages. Cancel or increase staff as necessary.
13. Spot check that all stairways, service areas, fire stairs and exits are clean and tidy at all times, action if below standard liaise with Deputy or Exec.
14. Ensure that a follow up check on staff who does not maintain required standards is reported.
15. Monitor and maintain all new systems once implemented and maintain files and books concerning the department.
16. Supervise apartment refurbishment or released from construction, follow up snag lists and maintenance issues.
17. Ensure that all stocks and linen are properly used to prevent soil age, damage and waste. Ensure that all housekeeping equipment is maintained and is in good working order
18. Organise and implement both long and short term programs for changing/cleaning; Nets, Irons /Duvet, blankets, mattress protectors, mattress turning, pillows, shower curtains and bedspreads as and when required.

***People management:***

1. To correct unacceptable behaviour and performance in line with the company disciplinary procedures
2. Maintain uniform standards, and monitor personal hygiene of all Housekeeping staff
3. To ensure effective communication with your team
4. Assist in implementing training as and when required

**Other**

1. To update PMS System and any housekeeping daily sheets on the computer eg daily cost, linen cost etc
2. Carry out on-job training for staff in the department when necessary
3. To comply with brand, Think Apartments and company operating standards.
4. To be fully conversant with the Think Apartments policy on:
  - Fire & Evacuation
  - Security procedures
  - Health & safety policy
  - Personnel & Training procedures

## PERSON SPECIFICATION

1. Previous experience in a supervisor role at a quality establishment essential.
  2. Strong communication skills and good command of English language essential
  3. Good IT skills and previous experience of PMS is an advantage
  4. Previous people management experience essential
  5. Standards orientated with an eye for detail
  6. Previous experience in using PMS essential
  7. Good knowledge of Housekeeping
  8. Able to work flexibly including nights, weekends and early and late shifts.
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