



Job title	<i>Head Housekeeper</i>
Reports to	<i>Banquet Supervisor</i>

Job purpose

Direct the administration of all housekeeping services for public and staff areas. Ensure the highest standards of sanitation, safety, comfort and aesthetics. Direct all housekeeping department projects and programs. Supervise all housekeeping employees, hire and discharge, plan and schedule work assignments, inform new employees about club regulations, inspect housekeeping personnel work assignments and requisition supplies.

Duties and responsibilities

- Supervises all housekeeping employees; hires new employees as needed, discharges employees when necessary and writes warning notices when policies have been violated; evaluates employees for promotions or transfers as openings arise.
- Plans the work of the housekeeping department and distributes assignments accordingly; assigns regular and special duties to house persons, schedules employees and assigns days off according to occupancy forecasts; maintains a time-log record book of all employees within the department.
- Informs new employees about regulations; trains and assigns new employees to work with experienced employees; occasionally checks the work of new employees and reviews the reports made by inspectors.
- Inspects the housekeeping staff periodically to check quantity and quality of work.
- Approves all supply requisitions such as spreads and bathroom rugs; maintains the lost and found department and is responsible for all lost and found items; when possible, determines the rightful owner of and makes arrangements for the return of lost items.
- Develops effective strategies to communicate with other departments.
- Develops departmental budget and, after approval, monitors and takes corrective action as necessary to assure that financial goals are attained.
- Makes recommendations regarding necessary capital expenditures and special maintenance and repair improvements.
- Develops and implements linen, supply and other inventory management programs to control expenses.
- Plans “deep cleaning” activities and schedules for club’s public and guestroom areas.
- Participates in on-going evaluation programs to ensure that all club areas meet cleanliness, safety and other standards.

- Serves as an ad hoc member of appropriate club committees.
- Plans professional development and training activities for subordinates.
- Works with other department heads for set up of furniture and other necessary items for special events.
- Maintains and manages the uniform program for all club employees.
- Conducts regular inspections of all club facilities to note needs for special cleaning.
- Maintains MSDS forms and conducts chemical safety training programs for department personnel.
- Supervises compliance with outsourced cleaning contractors.
- Interacts with purchasing department personnel for procurement of uniforms, rags and members' linen supplies.
- Attends department head and other staff meetings.
- Completes other appropriate tasks assigned by the Maintenance Supervisor.

Minimum Qualifications

- Five years housekeeping experience, preferably in the hospitality industry.

Skills Requirements

- Familiarity with payroll scheduling and cost control.
- Cheerfully greets and respectfully treats all members, staff and guests.

Physical requirements

Job requires frequent standing and walking. The employee is occasionally required to stoop, kneel, or crouch. The employee must regularly lift and/or move up to 50 pounds. Employment is contingent upon receipt of results of satisfactory criminal background check and drug screening.

Direct reports

Housekeepers.

Approved by:	
Date approved:	
Reviewed:	