



Poets Cove Resort & Spa

HOUSEKEEPING SUPERVISOR

Position Summary

The Housekeeping Supervisor (Room Attendants) will be responsible for ensuring the team members in their assigned area meet the key performance indicators including Quality, Quantity, Safety & Department standards.

Duties & responsibilities

- Recognizes and greets all guests and team members first
- Provides exceptional and professional service to our guests and team members
- Ensures the well-being of our guests and team members by being alert to and reporting potential hazards
- Models all Poets Cove Resort & Spa Standards while caring for the guests, co-workers and owners
- Comfortable making responsible decisions and develops recommendations for effective problem solving
- Follows and monitors Housekeeping Standard Operating Policy
- Aids Supervisors to ensure positive team member moral is maintained.
- Ensures team member equipment, supplies and storage areas are organized, stocked and tidy
- Ensures Safety and Ergonomic inspections are completed and team members are re-trained in appropriate techniques and practices
- Ensures Take 5's are completed on a rotating basis, bringing forward any concerns of team members
- Ensures completion of assignments through coaching/recognition with a positive "Do it Right The First Time" philosophy
- Conducts daily inspections of assigned area (guest rooms, front and heart of house areas, laundry & linen) and prepares reports
- Ensures VIP, Special Guests and Owner Units are inspected
- Tracks and communicates to Rooms Division manager any member's exhibiting key performance indicators below an acceptable level; provide recognition where key performance indicators are at a commendable or exceptional level
- Aids in preparing team member performance reviews
- Tracks, communicates and ensures follow-through and follow-up for preventative-maintenance, furniture, fixture, amenities and equipment placement/repair and special projects
- Aids team members to attend to any guest request, concern of need
- Ensures support of the Open Door Policy
- Provides support to the Security of the Resort by communicating any unusual situation or person
- Completes all other duties as assigned

Skills, Abilities & Attributes

- Guest oriented with a sincere, helpful, caring and friendly personality
- Able to work well with others
- Able to take initiative within given guidelines
- Pays precise attention to detail, order and cleanliness
- Has exceptional energy, flexibility and professionalism
- Enjoys offering exceptional service and meeting the needs of others
- Has effective communication skills (verbal, listening, writing)
- Must be effective at listening to, understanding, and clarifying the concerns and issues raised by co-workers and guests
- Possesses coaching skills and is able to influence team members toward the company goals
- Is a self starter with strong organizational skills
- Has strong interpersonal skills
- Works well in stressful, high pressure situations
- Able to write and prepare reports
- Able to adapt in a fast pace, constant changing environment within a dynamic work schedule
- Able to maintain composure and objectivity
- Able to handle problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary
- Able to evaluate and select among alternative courses of action quickly and accurately
- Is flexible with their schedule, able to work long hours, shift work, evenings, weekends and holidays as business levels require
- Able to climb stairs, occasional work outdoors in seasonal temperatures
- Able to lift, carry, move constantly 11 to 29 pounds, frequently 30 to 60 pounds, occasionally 60 pounds plus

Education & Experience

- Experience in Housekeeping required
- High school diploma an asset
- Completion or working towards diploma or degree in related field an asset
- WHMIS certification required