

JOB DESCRIPTION

Name of the position: Housekeeping Shift Leader

Organization Department: Housekeeping Department

Reports to: Housekeeping Manager

Job description:

- Cleaning and maintaining the level of cleanliness in Portonovi Resort
- Monitors the quality of Housekeeping Attendants work on daily basis
- Ensures that all housekeeping team members report for duty in a timely manner and are issued with the relevant tools to carry out daily tasks
- Helps in preparation of staff rosters to ensure adequate coverage in all housekeeping areas according to occupancy of the Resort
- Ensures the appropriate behaviour and appearance of housekeeping team and that uniforms are in good condition
- Identifies training needs of Housekeeping Attendants
- Analyses inventory of equipment and operating supplies and reports any discrepancies to the Housekeeping Manager
- Ensures that maintenance issues and any guest complaints are reported to the Housekeeping Manager
- Ensures that any loss or damage to the furniture or equipment are reported to the Housekeeping Manager
- Controls housekeeping procedures that ensure the health and safety of personnel and guests, such as lost and found services, access control, security and emergency procedures
- Performs other tasks at the request of the Housekeeping Manager

Education:

Unqualified workforce, III or IV education degree

Work experience:

- Previous experience on jobs with similar responsibilities
- At least 1 year experience in hospitality

Preferred competencies:

- Leadership and communication skills
- Attention to details
- Commitment to providing high level of service