

Job Description

JOB TITLE:

Head Housekeeper

POSITION SUMMARY:

Responsible for supervising all aspects of the Housekeeping Department. Ensuring high levels of guest satisfaction and service. Includes rooms, laundry, public areas, department storage areas and work areas.

ESSENTIAL JOB FUNCTIONS

Work Objectives:

- Supervises housekeeping and laundry staff as designated.
- Assists in maintaining cost control systems for staffing, linen inventories and cleaning supplies.
- Supervises in compliance with established company & IHG policies and procedures.
- Supervises in compliance with local, state and federal laws and regulations.
- Assists in cleaning guest rooms, which includes but is not limited to, removing dirty sheets, and making the bed, gathering, and emptying trash, cleaning mirrors, dusting furniture and fixtures and vacuuming.
- Assists in cleaning guest baths, which includes, but is not limited to, cleaning bath fixtures, commodes, showers/tubs, floors, wall, and mirrors.
- Replenish guest rooms and baths with amenities, supplies, and linen and terry in accordance with standards.
- Inspect room for repairs or fixtures that are not working properly. Report request for repairs to supervisor or maintenance department in accordance with hotel procedures.
- Inspect guest rooms and baths to assure quality standards have been achieved.
- After cleaning each guest room and bath, report room status to front desk in accordance with hotel procedures.
- Achieve productivity and quality room and bath cleanliness standards by following established room cleaning process.
- Perform other duties as assigned.
- Announce presence and enter guest rooms in accordance with standards and procedures.
- Smile, acknowledge and greet guest in rooms and/or in passing in hallways and other public areas.
- Respond to guest's request for additional supplies such as extra towels, etc.
- Teamwork
- Be available to work a flexible schedule.

- Assist employees in other departments with various assignments, such as assisting with breakfast and laundry.
- Safety and Security
- Perform duties in accordance with Safety and Security Policies and Procedures.
- Perform duties in accordance with OSHA, HAZCOM and Blood Borne Pathogens regulations and other applicable state and local regulations.
- Report and store lost-and-found items in accordance with hotel procedures.

If you want to join a fun and professional environment, please respond to this listing, or apply in person at:

**Holiday Inn Express & Suites
181 Carmichael Road
Hudson, WI 54016**