

HEAD HOUSEKEEPER

Job Title:

Head Housekeeper

Place of Work:

A hotel

Scope and General Purpose:

To supervise and control the cleaning and servicing of all bedrooms, restaurants, function and public rooms in the hotel.

Responsible to:

General Manager or Front of House Manager

Responsible for:

Assistant housekeeper

Chambermaids

Cleaners

Housemen

Linen room staff

Laundry

Valet

Liaises with:

Food and Beverage Manager

Front Office Manager

Security Manager

Personnel Manager

Accountant

Head Chef

Limits of Authority:

According to each establishment

Main Duties:

- To ensure that all bedrooms and public rooms are serviced and cleaned daily.
- To ensure that function rooms are cleaned as soon as they have been used to ensure a fast turnaround.
- To ensure that VIP rooms receive the designated extras.
- To ensure an adequate supply of clean linen in a good state of repair.
- To ensure that rooms are checked regularly for repairs and refurbishing, and that appropriate maintenance is effected.
- To liaise with General Manager and notify areas needing attention, in respect of decor.

- To ensure that the most suitably qualified person is appointed in the event of a vacancy - wherever possible this should be an internal promotion.
- To ensure that staff are coached and trained to perform their duties effectively.
- To ensure that attendance registers are completed daily and in accordance with statutory regulations.
- To ensure that salary variations and administrative returns are completed correctly and submitted timeously.
- To draw up duty rosters and ensure that manning levels are correct, to agreed standards, and are not exceeded without permission.
- To ensure that adequate supplies of cleaning materials are available.
- To ensure that staff accommodation is kept clean and in a good state of repair.
- To ensure that regular fire and evacuation drills are held.
- To ensure effective communications through attending meetings and imparting information at regularly held staff meetings with assistant housekeepers.

Irregular Duties:

- To prepare and submit, on the required format, all information necessary for budgeting purposes.