

## HOUSEKEEPING SUPERVISOR

As Housekeeping Supervisor, you would be responsible for leading, training and supervising Room Attendants and Public Area Attendants in the hotel's continuing effort to deliver outstanding guest service and financial profitability.

### Key Responsibilities:

- Assist with supervising all housekeeping team members.
- Inspect cleanliness of guest rooms, corridors and service elevator landings and provide feedback when cleanliness standards are not met.
- Verify and report status and/or discrepancies of rooms.
- Monitor work schedules, lost and found program, store rooms, carts and designated inventories
- Communicate and coordinate with Engineering/ Property Operations to ensure efficient maintenance and repair of items related to guest rooms and public areas.
- Perform Room Attendant duties when required to by Management.
- Assist in performance evaluations of Room Attendants and Public Area Attendants.
- Respond to special guest requests in a timely, friendly and efficient manner.
- Assist with onboarding and train new hires on required duties and responsibilities.
- Resolve guest concerns related to cleanliness issues and ensure cleanliness standards are met.
- Run required housekeeping reports, conduct morning pre-shift meetings and coordinate room floors cleaning allocation.
- Perform closing duties when working PM shifts.
- Ensure all cleaning procedures are in accordance with Hilton brand standards.
- Ensure highest standard of cleaning in assigned areas and maintain all equipment in the pantry in good working condition.
- Take inventory of amenities in assigned areas.
- Be courteous and professional at all times.
- Maintain good working relationships with fellow team members and other departments.
- Adhere to the hotel's policies and procedures, Hilton code of business conduct, the hotel's team member handbook, security and emergency policies and procedures.
- Carry out any other reasonable duties and responsibilities as assigned.

### Qualifications and Skills Required:

- 3 years housekeeping experience
- Excellent interpersonal and communication skills.
- Computer literate.
- Commitment to delivering a high level of customer service.
- Ability to work under pressure.
- Excellent grooming standards.
- Flexibility to respond to a variety of work situations.
- Ability to work on your own and as part of a team.

**Closing date: 15 March 2024**

Interested candidates should send an application letter and detailed CV to [recruitment\\_hilton@hiltonwindhoek.com](mailto:recruitment_hilton@hiltonwindhoek.com) Please note that no hand delivered applications shall accepted nor shall CVs submitted be returned.

***Only shortlisted candidates shall be contacted.***