

Housekeeping Supervisor

Job Overview

We are seeking a dedicated and experienced Housekeeping Supervisor to oversee daily cleaning operations within our establishment. The successful candidate will be responsible for managing housekeeping staff, ensuring high standards of cleanliness, and providing excellent customer service. This role offers an opportunity to lead a team in a dynamic environment, maintaining the organisation's reputation for quality and professionalism.

Duties

- Supervise and coordinate the activities of housekeeping staff to ensure efficient and effective cleaning services.
- Conduct regular inspections of guest rooms, self-catering lodges & cottages, public areas, and back-of-house spaces to maintain cleanliness standards.
- Provide training and guidance to housekeeping team members on cleaning procedures, safety protocols, and customer service expectations.
- Schedule staff shifts and manage workload distribution to optimise productivity.
- Address guest complaints or special requests promptly and professionally, ensuring customer satisfaction.
- Maintain inventory levels of cleaning supplies and equipment, placing orders as necessary.
- Enforce health and safety regulations within the housekeeping department.
- Collaborate with other departments to ensure seamless operations across the organisation.

Qualifications

- Proven experience in a supervisory role within housekeeping or hospitality environments.
- Strong organisational skills with the ability to manage multiple tasks efficiently.
- Excellent communication skills in English, both verbal and written.
- Demonstrated leadership abilities with a focus on motivating team members.
- Customer service-oriented mindset with a professional attitude.
- Ability to work flexible hours, including weekends or holidays if required. This position is ideal for a proactive individual who thrives in a fast-paced environment and is committed to delivering exceptional service standards through effective team management.