

Sunburst Hospitality Corporation Job Description

Job Code: 50171
Job Title: Executive Housekeeper
FLSA Status: Exempt
Prepared Date: March 2003
Reports To: General Manager

SUMMARY: To supervise and coordinate all Housekeeping Department activities of hotel in order to ensure the highest standards of hotel cleanliness and guest satisfaction within allotted budget.

QUALIFICATIONS: To perform this job successfully, the individual must be able to **perform each essential duty and responsibility in a safe and satisfactory manner**, and the individual must be **punctual** and **have a good attendance record**, and **have reliable means of transportation to work**. The requirements listed below are representative of the knowledge, skill, and/or ability required. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Supervises and motivates all Housekeeping Department staff. Carries out supervisory responsibilities in accordance with the Company's policies, training programs, and applicable laws. Responsibilities include recruiting, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Motivates employees by creating a pleasant work environment. Establishes pride and emphasizes job importance for Company and employees.
- Establishes standards and procedures for work of housekeeping staff and enforces Company policies and procedures.
- Assigns duties and shifts to housekeeping department employees.
- Ensures all housekeeping staff receive adequate training on established cleaning procedures.
- Observes and coaches housekeeping staff performance to ensure adequate services and adherence to Company policies and procedures and established housekeeping procedures. Implements timely and effective corrective actions when necessary.
- Trains and oversees employee compliance with OSHA standards regarding proper usage and dilution of chemical products, equipment safety and usage, as well as blood-borne pathogen precautions and procedures. Refers to Sunburst Hospitality Risk Management Procedure Manual for all OSHA standards.
- Communicates verbally and in writing with all levels of employees.
- Attends periodic meetings with General Manager and/or department heads, conducts meetings at designated intervals with housekeeping staff.
- Plans work schedules to ensure adequate service and control of labor costs.
- Completes required paperwork on a timely basis, including personnel forms, AM/PM reports and other written reports as necessary.
- Inspects and evaluates physical condition of guest rooms and public areas of establishment and works closely with other departments (i.e., front office manager and engineer on maintenance and repairs) to ensure high level of customer satisfaction.
- Submits to management recommendations for painting, repairs, furnishings, relocation of equipment, and reallocation of space.
- Regularly inventories supplies and equipment and purchases supplies as needed within budget. Issues and controls uniform inventory.
- Inspects rejected linen, determine items to be discarded and keeps inventory records.

Job Code: 50171
Job Title: Executive Housekeeper

ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):

- Manages special projects such as scheduling rooms for deep cleaning and assists with special requests from General Manager or other hotel staff.
- Cleans rooms, public spaces and does laundry as needed.
- Understands government regulations affecting hotel's operations, ensuring hotel is operated in compliance with all applicable laws, ordinances, regulations, and requirements of any federal, state or municipal authority.
- Understands hotel's MANAGER ON DUTY PROGRAM, following MOD Manual guidelines and Risk Management Manual procedures when responding to incidents.
- Watches for suspicious activity; may patrol public rooms, investigate disturbances, and warn troublemakers; reports any problems to local law enforcement, Hotel Security, or General Manager, as applicable.
- As required of all hotel associates, assists any customer or potential customer in a prompt, courteous, friendly, and helpful manner at all times.
- Other duties and responsibilities as assigned.

EDUCATION and/or EXPERIENCE: High School diploma or general education degree (GED) preferred. Requires two to four plus years of occupationally-significant combination of vocational education, apprentice training, on-the-job training, and essential experience in less responsible hotel skill level and management positions.

LANGUAGE SKILLS: *Must have developed language skills to be able to:*

- Read and interpret documents in English such as safety rules, operating and maintenance instructions, and procedure manuals.
- Write routine reports, correspondence, summaries, and reports in English using prescribed format.
- Ability to speak effectively in English before groups such as customers or employees.

REASONING ABILITY: *Must have developed reasoning abilities to the point to be able to:*

- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to add, subtract, multiply and divide numbers in order to interpret financial information, prepare budgets and track inventory.
- Read and interpret business records and statistical reports.
- Make business decisions based on production reports and similar facts, as well as on your own experience and personal opinions.

COMPUTER SKILLS: *Should have sufficient computer skills that will allow the individual to be able to use, in a proficient manner, certain Company-issued software programs such as **Microsoft Word** and Company-issued **electronic mail programs** for purposes of communication, ordering supplies, and overall management of housekeeping function.*

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 20 pounds and frequently lift and/or move up to 50 pounds. The employee must be able to see differences in widths and lengths of lines such as those on graphs. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Code: 50171
Job Title: Executive Housekeeper

ENVIRONMENTAL CONDITIONS: *Inside:* Protection from weather conditions but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75 percent or more of the time inside. While performing the duties of this job, the employee is **occasionally exposed to wet and/or humid conditions, moving mechanical parts, extreme heat, and risk of electrical shock**. The **noise level** in the work environment is **usually moderate to loud**.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* The employee must be able to:

- Work effectively in a stressful environment.
- Communicate well with others.
- Effectively deal with guests, customers and visitors.
- Accept constructive criticism from supervisors.
- Change activity frequently and cope with interruptions.
- Work according to a set schedule, including weekends and holidays as required.

IMPORTANT NOTE: *Essential functions of this job are described under the headings above. The job requirements and features are subject to change from time to time due to the then-current needs and requirements of the Company and/or the hotel.*

Employee Signature

Employee Name – Printed

Date

Note to General Manager: please provide a copy of this signed job description to the employee and place the original in the employee's personnel file.