

# Executive Housekeeper

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## Department

Housekeeping

## Job Summary

To supervise the cleanliness and the appearance of guest accommodations and public space and to see that all personnel performing housekeeping operations carry out their assignments in accordance with established standards. Responsible for all housekeeping problems, supplies, linen, equipment, work orders to Maintenance Staff and any other duties as assigned or required.

## Duties and Responsibilities

Including, but not limited to:

1. Makes up morning work assignments to ensure that all areas of the building are properly maintained in accordance with cleanliness standards.
2. Supervises the activities of Assistant Housekeeper, Room Attendants, Laundry, Housemen, and Night Cleaners engaged in all types of the hotel cleaning operation. Maintains company productivity standards.
3. Interviews, hires, trains, assigns, and schedules department personnel. Checks quality of work performed and makes appropriate corrections and changes as necessary.
4. Handles guest complaints concerning housekeeping service or refers problems to management for adjustment.
5. Requisitions uniforms and supplies.
6. Supervises the testing of new products for the housekeeping department.
7. Notifies maintenance of any needed repairs.
8. Personally inspects at least 8 rooms daily to ensure that cleanliness standards are being met.
9. Helps guests and employees in every way possible when called upon and does it willingly and pleasantly.
10. Lists and itemizes lost and found items.
11. Checks any vacant rooms for condition and possible occupancy, reporting any discrepancies to Management.
12. Checks rooms to ensure that lights are working properly. Inspects for needed repairs, such as wallpaper and painting needs, etc.
13. Supervises the keeping of all storage areas and linen rooms, ensuring that they remain in a clean and satisfactory condition, as well as stocked with needed items.
14. Reports and delivers valuable items to the Manager's Office as early as possible after the guest has checked out.
15. Has the ability to lift, pull, or push at least 20 lbs.
16. Various other duties as assigned by Supervisor.



Supervisor  
General Manager

I have read and understand my job description as stated above.

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Signature of Employee

This is not an employment contract.

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Date