



Job Description

Job Title: Head Housekeeper
Department: Housekeeping (Hotel and Clubhouse)
Responsible To: Operations Manager
Responsible For: Housekeeping team

Main Purpose

- To ensure a professional housekeeping service to guests through the diligent upkeep of the bedrooms, bathrooms and public areas of hotel and clubhouse and also deliver any other customer focused service as required by senior management.
- To maintain exemplary standards of appearance and cleanliness of the establishment i.e. hotel, clubhouse, bedrooms, corridors, public areas, fabric and furnishings consistent with the level specified by the Owners, Operations and General Manager and also in line with external awarding bodies such as the AA.

Main Duties and Responsibilities:

1. Organise and contribute to the daily activities of the Housekeeping department to include appropriate and hygienic cleaning and checking of bedrooms and all public areas, with particular adherence to safe working methods and COSHH regulations e.g. never mix chemicals and use personal protective equipment when appropriate. When necessary and subject to business requirements, assist team members by cleaning and servicing rooms.
2. Planning, organizing and directing staff in terms of maintaining an appropriate Rota on a weekly basis, ensuring that team members are given sufficient notice.
3. Effective organisation of department by ensuring adequate supplies of all linen, equipment, materials and room replenishment items, such as teas, coffee sachets, biscuits, shampoos, guest information etc. at the start of the shift. Also undertake regular stock checks.
4. Provision of a linen replacement service, organizing the making of beds and clearing away of items ready for the laundry. Also directing the washing and preparing of items as required e.g. cups and saucers.
5. Use and supervision of equipment provided such as an industrial vacuum cleaner ensuring that any defects spotted are immediately reported and the equipment is not used e.g. frayed wire, damaged plug etc. The avoidance of hazard creation for others such as the inadvertent blocking of exits, exposure to trailing wires and wet floors without suitable signage.
6. To have responsibility for the reporting and control of guest lost property and to include the effective logging and of high value item(s) placed in the hotel safe.
7. In consultation with the Operations Manager, effectively plan the cleaning of rugs, carpets and furnishings, hard floors, tiles, mirrors, internal windows and other room and bathroom items during periodic room servicing and 'deep cleaning'.



8. In consultation with the Operations Manager, assist with the effective recruitment, selection and training of team members.
9. Work effectively as a member of the housekeeping team ensuring that customer needs are paramount and that co-operation with others in immediate team is exemplary as well as other internal service relationships i.e. other departments.
10. Comply with all rules and regulations e.g. fire safety, use of computers, respect for confidentiality, completion of administration, self-certification, absence reporting etc.
11. Demonstrate the effective handling of guest queries or complaints and deal with accordingly, including logging as part of the process for continual improvement.
12. Undertake any reasonable request made by the Operations Manager to perform other tasks of value to the business e.g. during quiet trading periods.

I have received, read and understood the above Job Description for Head Housekeeper:

Name (PLEASE PRINT): _____

Signature: _____

Date: _____