



# RUMBLING BALD

RESORT ON LAKE LURE

## **JOB DESCRIPTION:**

**JOB TITLE:** Housekeeping Supervisor

**DEPARTMENT:** Lodging

**REPORTS TO:** Director of Lodging

**CLASS:** Fulltime-Exempt

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**BASIC PURPOSE:** To provide excellent customer service by ensuring that the Housekeeping staff is properly supervised in day-to-day operations. Responsible to ensure housekeepers have completed all cleaning tasks to meet Resort standards. Conducts daily inspections to confirm cleaners followed checklists and provide guests with accommodations and amenities that meet or exceed expectations. Prepares daily reports of room inspections for the Lodging Director. Manages resources effectively to include determining the most cost-effective use of cleaning supplies. Maintains efficient stock levels and inventories of supplies including linens on a daily basis. Monitors and maintains work order database for all maintenance issues throughout the Resort, and follows up to ensure completion. Schedules cleaners to ensure proper coverage to meet all housekeeping requirements. Cleans and stocks supplies in assigned rooms and reports all damage or problems (e.g. pets in a unit, smoking in a non-smoking unit, mechanical deficiencies, suspicious activities or theft) promptly to Guest Services Supervisor and Lodging Director.

## **FUNCTIONS:**

- Supervises Housekeepers and Amenities Cleaners in day-to-day operation of Housekeeping Department and Amenities cleaning. Trains staff on proper cleaning procedures to meet Resort standards.
- Creates weekly schedules for Housekeeping and Amenities Sections.
- Closely monitors and communicates with housekeeping and the front desk regarding status of rooms for check-in. (i.e., clean, not ready, vacant, maint, etc.)
- Verifies that Quality Control Housekeeper has completed daily inspection of all rooms cleaned and certified them ready for occupancy. Assists with quality assurance checks.
- Inspects properties daily for rental readiness, including meeting Resort rental standards, maintaining safety and health standards, ensuring cleaning standards are met, and all maintenance issues are promptly addressed to certify the unit is guest-ready.

- Supervises and controls inventory of laundry room and cleaning supplies.
- Enters work orders into database and follows up to ensure completion.
- Cleans guest rooms and stocks with appropriate supplies, including but not limited to: Picking up and removing trash; changing linen and making beds; cleaning bathrooms; sweep and dust unit, clear cobwebs, clean the windows, balconies and porches.
- Trains staff on safety and security procedures including wearing appropriate personal protective measures when encountering any potential bloodborne pathogen or bodily fluid biohazards or any other hazardous materials. Directs proper disposal of same.
- Coordinates Housekeeping recycling efforts to ensure compliance with recycling policies.
- Stocks and stores supplies and equipment according to current procedures, including proper labeling and storage of cleaning materials. Keeps MSDS materials updated, and staff aware.
- Assigns work priorities, keys, supplies and any special requests. Accounts for keys and supplies at the end of each shift. Coordinates with Guest Services to resolve any check-in issues prior to the close of each day, and supervises the corrective activity until fixed.
- Responds to guest requests in a timely and hospitable manner to ensure guest satisfaction.
- Reports any missing articles, damages or mechanical problems, and coordinates the Resort's lost and found program with Security and Front Desk.
- Coordinates work priorities with outlet managers to provide efficient amenities coverage.
- Inspects amenities buildings daily (i.e., restaurants, pro shops, recreation and public areas) to insure that they are cleaned and properly stocked.
- Performs supervisory functions of training, leading, and coaching staff. Counsels and disciplines staff as necessary to assure compliance with resort policies and procedures.
- Screens applicants, interviews potential hires, selects employees, evaluates performance, provides feedback, and writes performance appraisals, hires or terminates employment.
- Performs other related functions as directed by the Lodging Director.

### **SKILLS & ABILITIES:**

- Skill to use computer programs including MS Office and similar tools, including ability to rapidly become proficient with Agilysys/ Visual One.
- Excellent verbal and written communication skills to explain, teach, and plan.
- Professional telephone etiquette and highly developed customer service skills.
- Self-motivated, and able to achieve superior results without direct supervision.
- Ability to make sound decisions, and coordinate efforts between groups.
- Demonstrate teamwork and customer focus, with high energy and positive demeanor.
- Adaptability to work extended hours and/or unusual schedules, as needed or requested.
- Ability to lift up to 50 pounds, and remain on feet for a full day, including climbing stairs and occasionally using 6-foot ladder, and safely operate larger vehicles such as a van on narrow roads.

### **EXPERIENCE:**

At least 5 years of hotel or resort housekeeping experience.

At least 1 year in a supervisory position.

### **EDUCATION:**

High School Graduate.

Some college preferred, including supervisory training and customer service courses.