

JOB BRIEF

HOUSEKEEPING FLOOR SUPERVISOR

Brief Description of the Hotel

Le Gray - a Campbell GRAY Hotel, member of The Leading Hotels of the World - is a contemporary-classic that stands out among luxury hotels in Beirut with its location in the historical downtown. By day, the Mediterranean sparkles in front with the peaks of Mount Lebanon in the distance. By night, Beirut's joie de vivre is right at your doorstep.

Brief Job Description

Under the guidance of the Executive Housekeeper, to be responsible for assigning and supervising the activities of Room Attendants, and Public Area Attendants to ensure clean, orderly, attractive and well-maintained guest rooms, corridors, fire-exits, stairways, service areas and public areas on the assigned floor/areas.

Duties & Responsibilities

- Prepare daily worksheets for Room Attendants, and Public Area Attendants as per rota.
- Assign special daily, weekly and monthly duties to Room Attendants on assigned floors.
- Constantly check the computer system throughout the day for an up-date of room status.
- Assist in taking housekeeping inventories as required.
- Check on a daily basis the arrivals, departures and SAG report.
- Assist in developing, implementing and evaluating Policies and Procedure standards within the Housekeeping Department, to ensure optimum guest satisfaction, sales maximization and profitability on an ongoing basis.
- To be fully conversant with all Housekeeping Departmental Procedures and key standards.
- Ensure diary and handover sheets are constantly kept up to date.
- Check black board daily for new memos and sign as required.
- Check Room Attendant worksheets, ensuring correct allocation of rooms and ensure rooms are prioritized as required.
- Check all vacant and occupied rooms on the assigned floors daily so as to ensure they are supplied and presented to the standards of the hotel.
- Assist room attendants to ensure flowers in the guests rooms are changed daily.
- Report to the housekeeping office any rooms which do not require service, have 'do not disturb' or are double locked or O.O.O by the afternoon and to log these on the hand-over.
- Report and log any maintenance defects found in the rooms and assigned areas. Keep the Executive Housekeeper informed about the Engineering progress on your assigned floors and areas.
- Inspecting guestrooms and SAG rooms (check all rooms daily VCI, VC, OC, DI, OOO) to ensure excellent standards and to check furnishings and equipment are clean and in good repair and are replaced or refurbished as required.

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- In conducting inspections of all areas, to ensure physical facilities are kept in optimal condition by full implementation of preventative maintenance programs and judicious planning and management of any maintenance requirements.
- Assist in monitoring and controlling housekeeping procedures, including lost and found, key and pager control, security and emergency procedures, health and safety for employees and guests, COSHH and manual handling.
- Liaise with the house porters, linen room and valet as required, concerning supply and cleanliness of linen, uniforms, guest laundry, and dry-cleaning, cleaning of bedding, valances and all soft furnishings.
- Ensure all bathrooms and suites have a fresh orchid as designated at all times.
- Check public areas on a regular basis and inform Public Area Attendant of any work to be done.
- Monitor staff daily to ensure it is in accordance with occupancy; cancel and book staff in agreement with Executive Housekeeper/ assistant executive housekeeper.

Requirements

- Minimum 1 year experience as a Floor Supervisor preferably in a 5 Star Hotel
- Excellent hospitality skills
- Fluency in English and Arabic, French is a plus
- Flexible schedule