

## **DIRECTOR OF HOUSEKEEPING**

## ***JOB DESCRIPTION***

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**DEPARTMENT:** Housekeeping  
**REPORTS TO:** General Manager  
**STATUS:** Salary Exempt

### **JOB SUMMARY**

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The Housekeeping Manager is responsible for ensuring efficient operations of the Housekeeping Department with Marriott brand standards and JL Hospitality Management company standards, processes and procedures. This includes supervising the entire Housekeeping Department including rooms, front/heart of house, public areas, and laundry.

### **QUALIFICATION STANDARDS**

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Physical requirements:

- Flexibility with hours and days scheduled required. Average typically, a 50-hour week.
- Medium work - Exerting up to 50 pounds of force occasionally, and/or 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Ability to stand during entire shift.

Other requirements:

- Must be able to convey information and ideas clearly.
- Must be able to evaluate and select among alternative courses of action quickly and accurately.
- Must work well in stressful, high-pressure situations.
- Must maintain composure and objectivity under pressure.
- Must be effective in handling problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary.
- Must be effective at listening to, understanding, clarifying and resolving the concerns and issues raised by coworkers and guests.
- Must be able to work with and understand basic financial information.

### **DUTIES & FUNCTIONS**

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Essential:

- Approach all encounters with guests, associates and contract staffing associates in an attentive, friendly, courteous and service oriented manner.
- Maintain regular attendance in compliance with standards, as required by scheduling which will vary according to the needs of the hotel.
- Maintain high standards of personal appearance and grooming.
- Comply at all times with standards and regulations to encourage safe and efficient hotel operations.
- Establish and maintain a key control system for the department.
- Operate radios efficiently and professionally in communicating with hotel staff.
- Ensure the proper use of radio etiquette within the housekeeping department.
- Monitor and direct all housekeeping and laundry personnel as may be required.
- Inspect rooms as may be needed supplemental to supervisors and inspectors.
- Ensure compliance to company and brand training using the steps to effective training according to standards.
- Ensure lobbies, guest hallways, guest rooms and the heart of the house areas are cleaned and supplies stocked to standards.
- Maintain required pars of all housekeeping and laundry supplies by ordering all needed supplies and amenities on a monthly/quarterly basis.
- Assist with conducting scheduled linen inventories on a timely basis.
- Ensure guest privacy and security by correctly following procedures.
- Ensure implementation of all policies and house rules.
- Train and review all "House Safety" rules and procedures with housekeeping staff.
- Participate in monitoring maintenance related work orders and submit to the engineering department according to procedures; Follow up on Maintenance Requests to ensure completion.
- Respond to all guest requests, situations presented to housekeeping in an attentive, courteous and efficient way.

- Maintain a professional working relationship and promote open lines of communication with other managers, associates and all other departments.
- Meeting/exceeding Marriott GSS goals for cleanliness and conditions.
- Preparation for Marriott BSA at the respective hotels.
- Assign morning “boards”.
- Maintain and monitor "Lost and Found" procedures and policies according to standards.
- Train all housekeeping personnel to perform their duties to JL Hospitality Management and Marriott/SpringHill and TownePlace Suites standards, using effective training according to standards.
- Ensure that associates are, at all times, attentive, friendly, helpful and courteous to all guests, managers and other associates.

Marginal:

- Properly store, secure and issue supplies as needed to meet business demands.
- Complete all reports in a timely and efficient manner as required by management.
- Monitor all V.I.P.'s, special guests and requests.
- Perform any other duties as requested by the General Manager.