

Housekeeping Supervisor

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Company: MCR Hotels

Location: Bowling Green

Category: other-general

Housekeeping Supervisor

Hampton Inn Bowling Green, 233 Three Springs Road, Bowling Green, Kentucky, United States of America

Req #5945

Wednesday, March 27, 2024

The Housekeeping Supervisor at the **Hampton Inn by Hilton Bowling Green** is responsible for cleaning and preparing attractive guest rooms, hallways, and public areas in the hotel. The Housekeeping Supervisor is responsible for assuming the duties of the Executive

Housekeeper in their absence.

ESSENTIAL FUNCTIONS

- 1 . Ensure completion of daily objectives while maintaining hotel brand standards of cleanliness and guest satisfaction.
- 2 . Approach all encounters with guests and employees in an attentive, friendly, courteous, and service oriented manner.
- 3 . Monitor and direct all housekeeping and laundry personnel.
- 4 . Inspect rooms and ensure the quality and cleanliness of all guest rooms and public spaces in the hotel in the absence of the Executive Housekeeper.
- 5 . Ensure completion of daily objectives (opening the department, assigning, and distributing housekeeper boards and keys, inspecting guest rooms, closing the housekeeping department) in the absence of the Executive Housekeeper.
- 6 . Monitor and direct housekeeping and laundry personnel Ensure completion of daily objectives (opening the department, assigning, and distributing housekeeper boards and keys, inspecting guest rooms, closing the housekeeping department) in the absence of the Executive Housekeeper.

- 7 . Conduct daily department meetings with housekeeping staff in the absence of the Executive Housekeeper.
- 8 . Monitor work orders and submit to Engineering department according to procedures; Follow up on Maintenance Requests to ensure completion in the absence of the Executive Housekeeper.
- 9 . Balance and clear the room status nightly, comparing the PM Housekeeping Report with the computer's room status report and resolve all discrepancies in the absence of the Executive Housekeeper.
10. Review Guest Request log daily to ensure that all requests have been met, taking proactive steps to address problems before they occur in the absence of the Executive Housekeeper.
11. Monitor all V.I.P.'s, special guests, and requests in the absence of the Executive Housekeeper.
12. Monitor proper use of and compliance with hazardous chemicals according to OSHA standards in the absence of the Executive Housekeeper.
13. Assist in monthly and quarterly housekeeping inventories on a timely basis.
14. Follow company and brand procedures in the cleaning and preparation of guest rooms.
15. Complete all pre-cleaning duties such as stocking guest supplies, cleaning supplies, and linen for housekeeping cart set-up.

16. Remove all trash and dirty linen from guest rooms.
17. Ability to do repetitive duties such as bed making and bathroom cleaning.
18. Replacing bed linens and replenishing guest room supplies.
19. Conducting deep cleaning activities as needed within the guest room in conjunction with the maintenance department.
20. Interact with guests and team members in a friendly, service-oriented manner.
21. Maintain regular attendance as required by scheduling.
22. Maintain company and brand standards of personal appearance and grooming.
23. Thoroughly clean and restock the required number of guest rooms as assigned per shift.
24. Complete any special requests made by guests or other departments on the behalf of guests.
25. Perform other duties as assigned.

MINIMUM QUALIFICATIONS

- 1 . Must have a positive attitude and willingness to learn.
- 2 . Experience in a hotel housekeeping or a related field.
- 3 . Must work well in stressful, high-pressure situations.
- 4 . Must be effective in handling problems in the workplace, including anticipating, preventing, identifying, and solving problems as necessary.
- 5 . Must be effective at listening to, understanding, clarifying, and resolving the concerns and issues raised by coworkers and guests.
- 6 . Must have basic arithmetic functions.
- 7 . Maintain a key control system for the department.
- 8 . Housekeeping Supervisors are required to clean guest rooms on days they are not covering the Executive Housekeeper duties.
- 9 . Must be proficient in Windows operating systems, company approved spreadsheets and word processing.
10. Must be able to convey information and ideas clearly.

11. Must have a desire to serve all guests.
12. Must be 18 years of age or older to perform this job.

Our Company

MCR is the **3rd-largest hotel owner-operator** in the United States.

Founded in 2006, our company has offices in New York City, Dallas, Chicago, and Richmond, Virginia.

MCR has a **\$5.0 billion portfolio of 148 premium-branded hotels** containing more than 22,000 guestrooms across **37 states and 106 cities**.

MCR has more than 7,000 team members across the country and operates hotels under 9 Marriott brands, 8 Hilton brands and a number of unflagged independent hotels.

MCR was named **one of *Fast Company's* 10 Most Innovative Travel Companies of 2020**

MCR is a three-time recipient of the **Marriott Partnership Circle Award**, the highest honor Marriott presents to its owner and franchise partners, and a recipient of the **Hilton Legacy Award for Top Performer**

For the TWA Hotel at New York's JFK Airport, MCR won **Development of the Year (Full Service) Award at The Americas Lodging Investment Summit (ALIS)**, the Urban Land Institute New York Excellence in Hotel Development Award and the American Institute of Architects national Architecture Award, the highest honor given by the AIA

What we offer/What's in it for you?

Hotel Discounts

Weekly Pay

Paid Time Off

Retirement Options

Referral bonuses

Career advancement & upward mobility

Health, Dental, Vision Insurance- available after 30 days of employment for full-time team members

Other details

Job Family

Hotels

Pay Type

Hourly

Min Hiring Rate

\$14.00

Max Hiring Rate

\$16.00

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