

## Housekeeping Supervisor

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Company: Celebrity Cruises

Location: Miami

Category: management

### **HOUSEKEEPING SUPERVISOR**

#### Position Summary

Housekeeping Supervisor is responsible for overseeing their assigned areas - public areas day/night, Crew area, and Pool area. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Works in conjunction with the Housekeeping Manager/Director to coordinate, schedule, and supervise the cleaning activities.-Housekeeping Supervisor will be assigned for different areas such as: public area, public area night, pool area, and Crew area.
- All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards. In accordance with the Company's Service and Etiquette Philosophy program, each employee shall always conduct oneself in a professional and courteous manner. This consists of physical and verbal interactions with guests or fellow shipboard employees, in the presence of guests or in crewmember areas.
- Directs, coaches, supports, supervises, and evaluates (in conjunction with the Housekeeping Manager/Director) the performance of all direct reports.

- Manages the assignment of duties, responsibilities, and workstations to their staff. Observes and evaluates staff and work procedures to ensure quality standards and service are met.
- Presents any overtime needs to Housekeeping Manager/Director for final approval.
- Collaborates with the Housekeeping Manager/Director, to review the requirements of the day's schedule.
- Will host a daily pre-shift meet with direct reports to review the upcoming day, any changes and/or revisions to programming based on itinerary, and weather conditions.
- On luggage day they are responsible for the off-loading and loading of the guest luggage.
- Responsible for checking public area/crew area bathrooms, all guest, crew areas, all stairs, landings, pool area, and open deck spaces.
- Will be responsible for auditing crew timecards and entering the information in the computer.
- Attends meetings, training activities, courses, and all other work-related activities as required.
- Responsible for conducting daily inspections in the areas assigned.
- Responsible for completing performance evaluations.
- Responds to guest concerns in a considerate, professional, and positive manner by showing empathy and actively listening. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction.
- Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation to assist guests and crew with inquiries.
- Responsible for Sanitation Logs, SQM (Safety Quality Management) Logs.
- Achieve ratings/targets/KPI's that are set by the company.
- Perform inventories of linen, amenities etc. once a month or as often as needed.
- Conduct /oversee on-the-job training with new hire SA and DKAT/SAT/ESAT/CCL on cross training.
- Responsible for cost containment through the proper use, handling, and maintenance of records, reports, supplies and equipment.
- Creates and submits requisitions, views requisition estimates for product replacements, supplies, purchases, etc. and forwards to the Housekeeping Director for final approval.
- Conducts constant workstation/locker inspection to ensure items are correctly stored to minimize deterioration and waste
- Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this

position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

## QUALIFICATIONS

Two to three years progressive Housekeeping managerial experience, preferably in an upscale hotel, resort, or cruise ship.

Preferred bachelor's degree in hospitality management, business administration or related field from an accredited college or university or the international equivalent.

Extensive knowledge of proper cleaning techniques, chemical handling and safety related procedures, requirements and use of equipment, personal protective equipment and job safety analysis related to proper handling chemicals, lifting, pushing, and pulling heavy equipment, garbage removal.

Working knowledge of computers, Internet access, and the ability to navigate within a variety of software packages such as Excel, Word, or related Company programs (Issu Trax, OCIMS, Fidelio, LGA, Berthing Manager, Medallia, Kronos, Celebrity App)

Working knowledge of financial aspects, budgeting, and cost containment, planning and future orders, inventories, and C&R.

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