



---

## EXECUTIVE HOUSEKEEPER (EHK)

### **Reports to: General Manager**

### **Rate of pay:**

### **Job Description**

A working manager. Supervises housekeeping employees, plans and assigns work assignments, trains employees, audits and inspects housekeeping personal work assignment and requisition supplies. Take care of the budget and budget controlling for the department.

Creates and maintains an effective lost-and-found department and is responsible for all lost-and-found items. Determines the rightful owner and send correspondences.

#### **Responsibility & Authority:**

- Develop and implement Housekeeping systems and procedures
- Responsible for cleanliness, orderliness and appearance of the entire Hotel.
- Ensure that rooms are made as per Insignia standards.
- Prepare Annual Housekeeping Budget.
- Maintain par stock of guest supplies, cleaning supplies, linen and uniform.
- Organize inventories for linen, uniform and fixed assets.
- Prepare reports for management information.
- Assist GM selecting suppliers for items related to Housekeeping.
- Attending and resolving guest complaints.
- Verification of supplies consignments.
- Organize on-the job training and constantly evaluate its effectiveness.
- Recommend recruitment of new personnel.

#### **Other Routine Responsibilities:**

- Daily inspection of public areas, closets/storage, housekeeping room and employees locker rooms.
- Daily briefing with GM, GSM...

- Coordinating the preventive maintenance schedule of rooms and public area with maintenance department and GM
- Immediately attending to guest requests.

**PREREQUISITES:**

Strong Leadership abilities and organizational skills, Entrepreneurial, thinks out of the box and able to drive change and look for operational efficiencies / synergies across the network. Strong computer and reporting skills. This includes spreadsheets and policies/procedures documentation.

**EXPERIENCE:**

Minimum five years of experience of which at least 2 to 3 years in similar role. Strong Operational/Technical Knowledge. Successful pre-opening experience.

**Benefits:**

Be where excellence is.

At the Insignia we take care of our ambassadors so that they can take care of our guests. We pride ourselves on an open and accepting workplace attitude that spills over into how we all treat our guests.

- Group insurance benefits
- Group RRSP
- Positive and flexible work-life balance
- Opportunities for advancement and training through ChoiceU & beyond!
- Fun Days schedule each quarter
- Employee discount through Choice Hotels World Wide

