



**Position: Executive Housekeeper**

**FLSA: Exempt**

**Reports to: General Manager**

### **POSITION DESCRIPTION:**

The purpose of the Executive Housekeeper is to facilitate and manage all facets of the Housekeeping Department ensuring high levels of guest service and satisfaction. Includes room, laundry, public areas, department storage areas and work areas.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

NOTE: Traditions Spirits, Inc. ® may change the requirements of this job description at any time. These include, but are not limited to the following:

- Supervise housekeeping and laundry staff; hiring, coaching, disciplining, performance evaluations, training and development and termination
- Assists General Manager in the development of the department's annual budget. Monitors performance against plan
- Establishes and maintains cost control systems for staffing linen inventories and cleaning supplies.
- Enforces policies and procedures
- Ensures quality services are rendered in meeting guest needs and that guest relations are enhanced.
- Schedules staff according to labor standards and forecasted occupancy
- Maintains room quality based on hotel objectives
- Monitors and maintains level of cleanliness in rooms, storage areas, laundry, restrooms and public areas
- Compiles and reports accurate status of guest rooms to front office
- Conducts inventories of linen, supplies and equipment as required
- Maintain inventory of all guest room amenities, chemicals and cleaning supplies
- Maintains productivity and labor cost goals
- Orders and receives supplies so as to maintain adequate inventory levels
- Ensures staff interacts with guests in a warm and friendly manner.
- Performs other related duties as required
- Knows and complies with all company policies and procedures pertaining to this position and its duties
- Inspect all cleaned rooms daily
- Comply with and enforce specified guidelines and standards
- Administer key control within the housekeeping department
- Respond to any and all housekeeping requests by guests or through work order program
- Interact with and respond to guest questions or concerns
- Operate department within the budgetary guidelines
- Available to work on-call and accessible via cell phone at all times unless otherwise excused
- Other projects as assigned

### **OTHER DUTIES AND RESPONSIBILITIES:**

NOTE: These include, but are not limited to the following (additional responsibilities may be assigned as necessary):

- Provide information to supervisors, co-workers, subordinates and other departments by telephone, in written form, e-mail, or in person to ensure the smooth operation of the hotel
- Perform day-to-day tasks such as maintaining information files and processing paperwork

- Deal with the general public, customers, employees, officials with tact and courtesy
- Plan and organize the work of others.
- Organize and attend weekly housekeeping meetings
- Train employees on MSDS and proper safety while at work
- Help with room setup, empty trash, etc.
- Participate in Riverwind Hotel and Casino sponsored events
- Create and support an environment based on "teamwork" by helping fellow employees or guests without a second thought
- Assist other departments as needed or assigned
- Errands to pick up items as needed
- Superior attendance and punctuality
- Attendance in mandatory meetings, training, workshops, and/or seminars
- Develop and maintain rapport with other Riverwind Hotel and Casino staff
- Adhere to organization policies and procedures

**REQUIRED QUALIFICATIONS (INCLUDES EDUCATION, SKILLS AND EXPERIENCE):**

- High school diploma or GED
- Two years experience as an assistant housekeeping manager, and two years housekeeping experience in a commercial environment (3-4 diamond experience) in a supervisory capacity OR, an equivalent level of education and experience.
- Knowledge of the hotel industry
- Basic oral and written communication skills
- Basic computer skills, ability to compose and create reports, letters, memos, and procedures
- Mature judgment and professionalism in handling all matters
- Required knowledge of administrative and clerical procedures and systems such as managing files and records and other office processes, procedures, and terminology
- Ability to read and understand information and ideas presented in writing
- Basic math skills
- Excellent organization and problem-solving skills

**WORKING CONDITIONS AND PHYSICAL EFFORT:**

- Reaches, bends, stoops, lifts, carries and pushes
- Lifts and carries supplies and cases, weighing up to 40 lbs
- Must be capable of standing, kneeling, squatting and sitting repeatedly
- Must be capable of climbing and standing on ladders and step stools
- Must be capable of standing 6-8 hours a day
- Essential hand/eye coordination
- Work is normally performed in a typical interior hotel/casino work environment
- Noise level is moderate to high
- Moderate or high exposure to cigarette smoke when on casino property
- Limited exposure to physical risk
- Moderate physical effort required

**I have read the above position description and can perform the duties and responsibilities described.**

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name Printed