



Example of Director, Housekeeping Job Description

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Our company is growing rapidly and is looking for a director, housekeeping. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for director, housekeeping

- Key contributor in managing the return in inventory of all renovated rooms and special projects associated with a heritage property of 557 guestrooms
- Addresses guest concerns efficiently and with empathy
- Contributes to the established goals and measurements for the Housekeeping department, exceeding expectations of all four pillars (colleagues, owners, guests and brand)
- Helps to develop departmental policies and procedures by which the highest possible degree of cleanliness, maintenance, and aesthetic value is achieved and maintained
- Ensures lost and found property procedures are followed accurately and consistently
- Coordinates continuous improvement in the areas of fire safety and emergency procedures
- Management and promotion of a safe working environment
- Maintain a close working relationship with all other departments, especially Front Office, Maintenance, and Food and Beverage
- Acts as ambassador and spokesperson to all customers
- Coordinates and implements ECOSURE & LQA action planning and improvement plans

Qualifications for director, housekeeping

- Minimum 2 years progressive Housekeeping Management experience, preferably in a luxury property
- Minimum 5 years hospitality experience working in a Housekeeping or Front Office role required
- 2-3 years' experience in hospitality management required
- Previous experience with Property Manager is an asset
- University degree or College diploma in Hotel Management a strong asset