



Example of Floor Supervisor Job Description

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Our company is growing rapidly and is hiring for a floor supervisor. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for floor supervisor

- Must complete a minimum of three quality coachings every quarter (one per month) on each team member in communication link
- Accountable for the written procedures of each game you supervise
- Notify Casino Manager of below standard performance of any team member
- Act as a liaison for the Lead Casino Supervisor in the issuance of comps
- Be able to perform the duties of the Lead Casino Supervisor in his/her absence
- Inspect the work of a team of Room Attendants and House Attendants responsible for the cleaning and upkeep of a specific area of the hotel and ensure that all standards have been met
- Train and coach the staff
- Inspect all VIP and Special Attention rooms to ensure the completion of all requests and required amenities
- Inform the Director of Housekeeping and/or Assistant Director of Housekeeping of any unusual events and ensure special instructions are passed onto the next shift
- Assists with responsibilities and duties in the absence or heavy volume in the areas of Lobby Attendant, Room Attendant and House Attendant

Qualifications for floor supervisor

- Degree in Hospitality or relevant field

- To maintain and keep all guest floors in good condition, clean and orderly by directing work to supervisors and suggesting the necessary replacement of equipment and training of personnel
- To ensure the comfort and safety of all guests and associates
- Ability to communicate with employees and manager