



# Example of Hotel Supervisor Job Description

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Our innovative and growing company is looking to fill the role of hotel supervisor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for hotel supervisor

- Advises any lost and found articles and brings it to the Assistant Executive Housekeeper
- Reports suspicious persons or actions to superior
- Responsible for ordering guest and cleaning supplies, store requisition in coordination with the housemen
- Ensures that guest iron board covers are always clean and controls them before being sent to the guest room
- Schedules mattress turning according to a check list
- Moves floor agents during shift to wherever additional floor agents are needed
- Supervises the activities of floor agents to ensure clean, attractive and well maintained guest rooms, hallways and service areas according to set standards are on order to achieve prompt courteous service
- Monitors floor agents to ensure that VIP guests receive special attention and amenities
- Maintains appropriate standards of dress, hygiene, uniforms, appearance and conduct of housekeeping employees
- Enforces guest satisfaction through personalized service and guest recognition

## Qualifications for hotel supervisor

- Previous supervisory experience a must

- Previous Front Office experience in a large hotel with at least 300 keys in a luxury property required
- Inspects occupied guest rooms and all other Housekeeping areas on a regular basis to ensure furnishing, facilities and equipment are clean and in good repair as required
- Responsible for floor key when in possession and wears it on his/her body during shift