



Example of Hotel Supervisor Job Description

Powered by www.VelvetJobs.com

Our innovative and growing company is hiring for a hotel supervisor. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for hotel supervisor

- Communicates positively with colleagues and superior to ensure effective teamwork and high morale
- Handles any guest complaints or problems promptly and ensure that all incidents are reported to superior to maximize guest satisfaction
- Organizes day to day work requirements and set required standards against which work will be checked, in accordance with correct procedures and administration on an as and when required basis
- Ensures that all equipment, furniture and furnishings are maintained, checked and kept in good working order in accordance with correct procedures and report all relevant faults
- Ensures cleaning stores, linen room, trolleys and materials are kept clean and tidy at all times
- Maintains regular attendance in compliance with hotel standards, as required by scheduling, which will vary according to the needs of the Hotel
- Ensures that all guest rooms, public areas and back of the house work areas meet the established standards of cleanliness to assure guest satisfaction and maximize revenue
- Supervises, trains, supports, and monitors Room Attendants, turndown attendants, and Housemen
- Plans, lays out, schedules, and assigns the work of as cleaning, scrubbing, mopping and washing rooms, toilets, hallways, and other areas
- Monitor budget and control labour costs and expenses with a focus on rate strategy, building initiatives and inventory management

-
- Basic understanding of group billing concepts arrival/departure flow to include preparation/room blocking
 - Thorough knowledge of general maintenance procedures
 - Must be available to work weekends and some evenings
 - Innovative and solution driven
 - To oversee the service of food and beverage in the Lowndes Bar and Kitchen, Terrace al Fresco, Banqueting and Room Service as required
 - To fully understand the menu descriptions as dictated by the Food and Beverage Manager and Executive Chef, and to encourage up selling by ensuring that all relevant information is given to staff prior to the commencement of service