

Job Title: Housekeeping Supervisor**Job Qualifications:**

- One to two years housekeeping supervisory experience in an upscale hotel, resort or cruise line (shipboard experience preferred).
- Minimum one to two years previous cleaning experience, preferably in an upscale hotel, resort or cruise line (shipboard experience preferred).
- Knowledge of proper cleaning techniques, requirements and use of equipment.
- Knowledge of proper chemical handling.
- Ability to utilize customer service skills by exercising authority and discretion to satisfy guests in a manner consistent with Pillars of Safety, Service and Style Standards.
- Very strong management skills in a multicultural and dynamic environment.
- Very strong communication, problem solving, decision making, and interpersonal skills.
- Superior customer service, teambuilding and conflict resolution skills.
- Knowledge of the principles and processes for providing personalized services including needs assessment techniques, quality service standards, alternative delivery systems, and guest satisfaction evaluation techniques.
- Strong planning, coaching, organizing, staffing, controlling, and evaluating skills.
- Ability to work positively and cooperatively in a diverse team environment to meet overall established timeframes for the entire housekeeping operation. Ability to communicate tactfully with, department heads, coworkers and other shipboard CFMs to resolve problems and negotiate resolutions.
- Knowledge of policies and practices involved in the human resources function. Ability to manage the international staff in a positive and productive manner by motivating, developing and managing employees as they work. Ability to utilize and administer the disciplinary action process through coaching and counseling to improve performance or terminate employment.
- Working knowledge of computers, Internet access, and the ability to navigate within a variety software packages such as Excel, Word or related programs.
- Completion of high school or basic education equivalency required.

Job Descriptions

- 1) Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.
- 2) Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
- 3) Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.
- 4) Coordinates work activities among departments.
- 5) Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
- 6) Inventories stock to ensure adequate supplies.