

Job Description

Job Title: Accommodation Supervisor

Responsible To: Accommodation Manager

Main Purpose of Job:

To ensure that guests receive friendly and efficient service from the accommodation department throughout their stay. To ensure that all rooms and public areas are cleaned to the highest standards and in line with hotel procedures. The Accommodation Supervisor plays a key role in overseeing day-to-day operations of the accommodation department and assisting in the management of the team to maintain exceptional cleanliness and service standards.

Main Duties:

- Maintain cleanliness standards set by the hotel, ensuring they are consistently met by all team members.
- Properly train staff to maintain the hotel's high cleanliness standards.
- Conduct regular checks to ensure the cleanliness and quality of work in bedrooms, bathrooms, toilets, and public areas.
- Allocate daily cleaning sections to staff, ensuring workloads are fairly distributed.
- Ensure the department is organized, efficient, and operating smoothly at all times.
- Manage lost and found property, ensuring proper logging and handling according to hotel policy.
- Assist the Accommodation Manager with staff rostering to ensure proper coverage and operational efficiency.
- Supervise the cleaning of VIP rooms, ensuring special attention to detail and guest satisfaction.
- Ensure that staff maintain high standards of personal hygiene and appearance, in line with hotel policy.
- Monitor the availability of cleaning equipment and stock to ensure adequate supplies.
- Ensure staff punctuality and that all team members are on time for their shifts.
- Inspect incoming stock of bed linen to ensure quality and sufficient stock levels.
- Supervise the laundry functions, ensuring all linen and laundry are processed according to hotel standards.
- Ensure staff receive adequate meal breaks and rest periods as required by law and hotel policy.
- Supervise turndown service each evening, ensuring it is performed to the highest standards.
- Report maintenance issues in rooms and public areas to the maintenance department, ensuring timely resolution.
- Assist the Accommodation Manager in managing the weekly, monthly, and annual scheduled cleaning procedures to maintain high standards.

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Other Duties:

- Attend department head meetings in the absence of the Accommodation Manager and any other meetings as requested by management.
- Assist the Accommodation Manager with staff performance appraisals, providing feedback and recommendations for improvement.
- Facilitate staff inductions and training to ensure all team members are well-equipped to meet hotel standards.
- Inspect and maintain cleanliness of staff changing facilities, following up on cleaning rosters for these areas.
- Perform any other reasonable duties as directed by management to ensure smooth operations.

Key Attributes:

- **Leadership Skills:** Ability to supervise and motivate the accommodation team to achieve high standards of service.
- **Attention to Detail:** Demonstrates meticulous attention to cleanliness and operational quality.
- **Communication Skills:** Strong verbal and written communication skills for clear interaction with staff and management.
- **Organizational Skills:** Ability to multitask and manage staff schedules, cleaning duties, and operational procedures effectively.
- **Problem Solving:** Proactively address and resolve issues that arise within the accommodation department.
- **Flexibility:** Adaptability to changing operational needs and guest requirements.

The Accommodation Supervisor plays a pivotal role in ensuring the cleanliness and efficiency of the accommodation department, acting as a key support to the Accommodation Manager and ensuring that guests experience the highest standards of cleanliness and service throughout their stay.