



## **Accommodation Supervisor Job Description**

**Job Title:** Assistant Accommodation Manager  
**Department:** Accommodation  
**Responsible To:** Accommodation Manager / Duty Manager / General Manager / Hotel Management

**Main Purpose of Job** To carry out all departmental duties as specified by the Accommodation Manager, overseeing the day to day operation ensuring the highest possible standards and to deputise for her/him in their absence.

### **Responsibilities & Main Duties**

- To have complete operational knowledge of the accommodation department including geographical layout, services provide, linen systems, general controls and personnel structure.
- To ensure that all activities of the accommodation department are organised to meet satisfaction, cleanliness and standards.
- To ensure that cleaning staff and supervisors are aware of early arrivals, any VIP for the day and the rooms are given back to reception.
- To allocate work for room assistants, floor supervisors, laundry personnel when on the early duty and to deputies for any persons absent due to normal or unusual circumstances.
- To organise the daily cleaning and servicing of guest bedrooms, corridors and public areas. To supervise staff ensuring that they carry out their duties to the standard required by the hotel, in a safe and efficient manner.
- To spot check uniform standard and appearance of all the accommodation staff reporting to duty.
- To ensure that adequate linen supply, cleaning materials and guest supplies are held in stock.
- To report faults and any necessary repairs to engineering and follow up that the jobs have been completed.
- To ensure that all housekeeping equipment is maintained and in working order. If replacements are required inform accommodation manager.
- To inspect guest and VIP rooms daily, ensuring cleaning standards, presentation and furnishings are in good repair.
- To follow up check on staff who does not maintain work standards as reported by floor supervisor on the day in question and no later than following day.
- To support and improve communication channels throughout the hotel, ensuring that staff relations are maintained at all times through regular meetings.

- To deal with staff problems, difficulties and grievances with the scope of your authority and to organise cover for holidays, sickness and training programmes.
- To implement and control a spring cleaning, mattress turning programme throughout the year.
- To be aware of staffing levels according to occupancy levels, to ensure these are not exceeded and that wages reflect room sales.
- Scheduling of floor supervisors, room assistants, public area cleaners, laundry assistant's etc in accordance with occupancy levels.
- Deal with holidays, bank holidays, and compassionate leave where applicable; log all information accordingly for the department.
- Deal with sickness, absenteeism, ensuring that procedure is followed, where applicable follow the appropriate departmental disciplinary procedure.
- Deal with contractors and check that all areas under that contract are cleaned to the standards required by the hotel.
- To carry out interviewing and selection of staff in conjunction with the accommodation manager and ensure all new members of staff are trained to the pre-agreed standards as per SOP Manual. To help set up and maintain up to date policy procedure and training manuals for the department.
- In the event of emergency to assist in the evacuation of the staff and guests.
- Ensure that health and safety hazards are reported to engineer or appropriate head of department not only in your own department but also throughout the hotel to ensure that we and our guests are in a healthy and safe environment.
- To assist in the implementation of any new systems and to monitor feed back to accommodation manager.
- To hold regular meetings with supervisory staff and all other accommodation staff and establish and maintain effective employee relations and follow up on any problems, suggestions arising from these meetings
- To read and carry out any handover in the diary, sign and follow through.
- To handle lost property queries, to parcel and dispatch property to the appropriate address.
- To be responsible for the updating of the SOP manuals and the training of staff on any new procedures.
- To assist guests with any enquiries, tend to any special requests or requirements.
- Any other special duties of work outside normal weekly/daily routine but within the scope of your position.
- Always practice the accommodation service promise:

**“We welcome our guests with a smile to a clean and friendly Hotel “**

Note: The purpose of this job description is to focus attention on the most important aspects of the job. It is not intended to be a complete list of every duty and is therefore to be expected that the day to day performance of the job will frequently include **tasks not included** above.

### **Customer Care**

**“We will offer our guests a great Hotel experience with genuine friendly service”.**

1. To ensure the highest standards of service and customer care are offered at all times.

2. To ensure the delivery of these services also meets the highest operational standards set out by industry as best practice.
3. To continually strive for service improvements within your department.
4. To adhere to the core values of the hotel and to cooperate, assist & serve all other departments in the hotel
5. To handle concerns & complaints from customers in a professional and tactful manner.
6. To provide hands on delivery of advice & knowledge to customers.

### **Health & Safety**

A copy of the Westport Hotel Group safety statement is available in your department.

The duties of Employees are set out as follows in accordance with section 13 of the Safety, Health and Welfare at Work Act, 2005.

- Take reasonable care for the health and safety of yourself and others at your place of work,
- To promote a safe working environment and be aware of Health & Safety and Fire Procedures for the guests, your colleagues and yourself
- To actively support at all times company policy, and best practices in the area of security with emphasis on protection of customer sensitive information.
- Observe the laid-down system of work and the precautions that must be taken as well as using the correct equipment to do the job,
- Use correctly the safety aid appliances and protective clothing provided by the Hotel.
- Report at once, the management any dangerous occurrence, unsafe conditions or defects in equipment and/or premises.
- Seek advice on safety if you are not sure what to do.
- Co-operate with management in ensuring health and safety in the working environment.
- Understand and carry out all emergency procedures, fire precautions and evacuation procedures laid down.
- Attend all statutory training including refresher training.
- No smoking except in duly authorized area.

### **Environmental Policy**

All personnel are required to adhere to the strict guidelines dictated by the hotel environmental policy and to support the reduction of all resources to include energy, water and waste.

I have read and agree with the job description. I understand that the above is neither definitive nor restrictive and may be modified to meet changing needs.