

# HRC GROUP

## Housekeeping Supervisor

Memorable experiences for our Guests and Associates is the essence of being a Leader with the HRC Group Sydney. As a Housekeeping Supervisor your attention to detail will show the Housekeeping team that you are committed to providing luxury Guest experiences. The energy and enthusiasm you display will create a fun place to work.

### **Summary of Responsibilities:**

Reporting to the Senior Supervisor & Operations Housekeeping Managers, responsibilities and essential job functions include but are not limited to the following:

- \* Consistently offer professional, friendly and engaging service
- \* Lead and supervise the day-to-day operation of the department to ensure service standards are followed
- \* Handle Guest concerns and react quickly, logging and notifying the proper areas
- \* Actively participate in daily briefing, daily warm up and department meetings
- \* Ensure Room Attendants are informed daily about priorities in their section
- \* Follow set policies and procedures
- \* Report necessary maintenance items
- \* Follow all safety and sanitation policies
- \* Other duties as assigned

### **Requirements:**

- \* Proficient in English (verbal & written) essential
- \* High school diploma or equivalent preferred
- \* Minimum 1 year experience in a supervisory capacity in a hotel Housekeeping environment
- \* Proven training skills
- \* Experience with Hotel Property Management System, Opera desirable

- \* Proactive with a meticulous eye for detail
- \* Strong organizational, supervisory and communication skills
- \* Able to convey information and ideas clearly
- \* Ability to evaluate and select among alternative courses of action quickly and accurately
- \* Work well in stressful, high-pressure situations
- \* Effective at listening to, understanding, and clarifying the concerns and issues raised by coworkers and Guest
- \* Must be able to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work well with limited supervision

**Physical Aspects of Position (include but are not limited to):**

- \* Constant standing and walking throughout shift
- \* Occasional lifting and carrying up to 30 lbs
- \* Occasional kneeling, pushing, pulling, lifting
- \* Occasional ascending or descending ladders, stairs and ramps

Visa Requirements: Applicant must be legally eligible to work in Australia.