



Job Description

REF. No	HBC-HR-02
REV	01
REV Date	01-03-2020

Job Title	Housekeeping Supervisor
Reporting To	General Manager
Project	Horizon Hotel
Work Location	Iraq, Basra

Job Overview

Supervise and coordinate the daily operations of the housekeeping department, ensuring cleanliness, orderliness, and guest satisfaction. Lead the housekeeping team, providing guidance, training, and support to maintain high standards of cleanliness throughout the facility.

Duties & Responsibilities

- **Team Management:**
 - Direct and supervise the housekeeping team, including daily routine and task distribution.
 - Provide necessary guidance and training to team members to ensure required performance and adherence to quality standards.
- **Ensuring Room and Facility Cleanliness:**
 - Monitor the quality of work and ensure the cleanliness of rooms and public areas in the hotel, including the lobby, corridors, and restrooms.
 - Ensure proper use of materials and equipment according to approved guidelines and standards.
- **Inventory Management:**
 - Monitor inventory levels of cleaning and maintenance supplies, and arrange for replenishment as needed.
 - Record and document daily consumption of materials and submit necessary reports to hotel management.
- **Maintenance and Emergency Management:**
 - Verify routine maintenance of housekeeping equipment and facilities, and report any issues or defects.
 - Handle emergencies and manage malfunctions promptly and effectively to ensure service continuity.



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Personality

Pleasant & Progressive / Integrity / Self-Development / Very Good Oral, Written & Listening Skills.

Qualifications

- Strong leadership and managerial skills, with the ability to motivate and inspire the team to achieve goals and standards.
- Excellent communication skills, with the ability to interact effectively with staff, guests, and management.
- Good understanding of hygiene procedures, cleaning techniques, and public health standards.
- Familiarity with housekeeping programs and systems for scheduling, inventory management, and reporting.
- Attention to detail and commitment to maintaining high standards of cleanliness and guest satisfaction.

Experience

Minimum of 2-3 years of supervisory experience in the housekeeping department of a hotel or hospitality establishment.

Education

Bachelor's degree or diploma in Hospitality Management, Hotel Management, or a related field.