

**JOB DESCRIPTION**

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<b>Job Title:</b>	Senior HK Supervisor - Rooms	<b>Level:</b>	3
<b>Reporting to:</b>	Housekeeping Manager/ Asst. Executive Housekeeper	<b>Department:</b>	Housekeeping
<b>Responsible for:</b>	Rooms	<b>Date:</b>	06/11/2024

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**OBJECTIVE:**

Every Mercure team member is a "Heartist". A Heartist represents Mercure's brand and its values, at all times. The Mercure Heartist will establish relationships and foremost, the Mercure Heartist will deliver an exceptional guest experience and promote the French Elegance.

**MAIN DUTIES:**

Train all new colleagues to the standards by the hotel. Ensure that the standards and procedures are maintained by continuous on the job supervisor, coaching and training of colleagues. Ensures that guest's needs are anticipated at all times.

**Administration**

- Assists in the monthly and quarterly inventories of linen, cleaning and guest supplies.
- Ensures that a complete handover is done at the end of every shift, logging any relevant information or requests.
- Ensures all discrepancies are reported in a timely manner.
- Attend various briefing as requested by the Assistant Housekeeper or designate.

**Financial and Revenue Responsibilities**

- Maintain and control the consumption of cleaning materials and manage the stock of cleaning supplies.
- Controls the usage of guest amenities, cleaning chemical, vacuum cleaners and linen ensuring that there is no misuse, wastage or over ordering.
- Is aware of and adheres to cost saving initiatives of the department.
- Adheres to and is aware of costs savings regarding linen, equipment, and chemicals.
- Is aware of cost implication of items taken/broken by guest and how this reported.
- Is aware of average room rate, occupancy status and cost per room of guest amenities.
- Is aware of and actively participates in the Hotel environmental policy and procedures.

**Training and Talent & Culture**

- Ensure wherever possible that employees are provided with a work place free of discrimination, harassment and victimization.
- Treat complaints of harassment and discrimination promptly and confidentially.
- Treat customers and colleagues from all cultural groups with respect and sensitivity.
- Identify and deal with issues which may cause cross cultural conflict or misunderstanding.

**Guest Service Responsibilities**

- Demonstrates an excellent understanding of the principles of providing excellent customer service. This includes customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.
- Remaining customer focused at all times and being aware of the needs of the customer.
- Demonstrating the ability to remain calm in stressful/difficult situations and remaining polite and courteous at all times.

**Engineering**

- Reports any maintenance issues immediately

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- Liaises with engineering to ensure that all maintenance requests are completed in a timely and efficient manner ensuring the standards of repair are to the Gloria standards
- Assists with preventative maintenance programmes
- Does not release rooms with maintenance faults

**Miscellaneous**

- All heartists are required to comply with every reasonable request from their hierarchical supervisor(s) within an amount of time that it takes to comply under normal circumstances.
- All heartists" may be assigned to other duties in the hotel as and when required by business levels.

**GENERAL DUTIES:**

- Reports for duty punctually wearing hotel uniform and name badge at all times.
- Ensures colleagues report for duty punctually, well-groomed and wearing the correct uniform and name badge.
- Provides courteous and professional service and training at all times.
- Provides constant monitoring of the service and cleaning standards of the room attendants in designated areas including pantries, service rooms, passages, guest rooms, staircases, elevators, garbage and linen chutes.
- Communicates new or amended procedures to relevant departments/colleagues in a timely manner, ensuring they have been understood and followed.
- Develops deep cleaning schedules and sees that they are monitored and completed.
- Is aware of the company's Quality Policy, Vision, Mission Statement and Guiding Principles ensuring that these are put into practice in our daily work activities.
- Liaises with engineering to ensure all equipment is in good order and that all other repairs are done in a timely manner.
- Liaises with other departments in order to ensure that guests receive the very best service.
- Ensures keys are handled in a secure manner.
- Takes charge of the relevant shifts.
- Understands, communicates and ensures the Departmental Performance Plan is understood by all colleagues.
- Conducts training and re-training of colleagues in accordance with Hotel policy.
- Evaluate procedures and suggest improvement in assigned areas
- Ensure the cleanliness and maintenance of all housekeeping equipment and schedules necessary preventive maintenance and repair work of said equipment
- Ensures that all room attendants are utilizing approved equipment, chemicals and cleaning methods when servicing the rooms.
- Attend training sessions as scheduled
- Assists Assistant Housekeeper in project such as guestroom decoration, rehabilitation and special maintenance works.
- To have in-depth knowledge about Hotel and its facilities.
- Attend departmental meetings and effectively pass on information to attendants in a timely and effective manner.
- To carry out any other reasonable duties as requested by the Management.
- Assist in the building of an efficient team of colleagues by taking an active interest in their welfare, safety and development so ensuring that they have the necessary skills to perform their duties with maximum efficiency
- Supervise the colleagues within the department ensuring that the correct standards are followed and methods of service are maintained.
- Ensure that housekeeping attendants exercise proper discipline and courtesy in attending to guest needs and provide regular feedback to them.

**Health and Safety**

- Ensure that all potential and real Hazards are reported immediately and rectified
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees

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- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
- Use safe manual handling techniques and practice safe work habits following Accor Health, Safety and Environment policies, maintain procedures to minimize our impact on the environment and prevent pollution.

**Confidentiality**

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.

**To be fully conversant with:**

- Hotel fire procedures
- Hotel security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions
- Hotel standards of operation and departmental procedures
- Mercure Appearance guidelines
- Mercure vision and its corresponding strategies
- Methods of accepted payment of the company
- Short and long term company marketing promotions

**NOTE**

This document reflects the job content at time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

**Heartist Name:**

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**Date:****Heartist Signature:**

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**Head of Department Name:**

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**Date:****Head of Department Signature:**

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