

# **THE RESORT AT PORT LUDLOW**

## **POSITION TITLE: HOUSEKEEPING LEAD**

### **JOB SUMMARY:**

The Housekeeping Lead is responsible for the overall

### **QUALIFICATIONS: EDUCATION, KNOWLEDGE, TRAINING, & WORK EXPERIENCE:**

- High School Diploma or equivalent preferred.
- Three years' experience in a similar position required
- Ability to communicate effectively
- Knowledge of cleaning equipment and cleaning chemicals

### **ESSENTIAL FUNCTIONS:**

- Oversees day-to-day housekeeping operations through training and directing the staff by maximizing efficiency in performance while maintaining the policies and standards of the resort;
- Ability to maintain and improve overall quality standards;
- Responsible for guest rooms, suites and public space inspections;
- Handles all guest and team member interactions, including resolving guest complaints, where possible;
- Determines and is responsible for daily staffing coverage based on occupancy forecast. Effective scheduling, vacation planning and department productivity results to budget;
- Effective everyday communications, including performance evaluation input to the Assistant General Manager;
- Plan and implement all deep cleaning & projects for guestrooms and public areas;
- Maintain a room history journal detailing inventory, maintenance and repairs and general cleaning;
- Supervise inventory system for supplies and equipment and establish reorder levels;
- Maintain records of linen usage and compare to occupancy levels. Review linen inventory and oversee laundry operations;
- Test and evaluate cleaning supplies and equipment;
- Coordinate supplies and equipment through approved purchasing procedures;
- Ensure a safe work environment is maintained at all times and that all colleagues are committed to working safely;
- Effective communications and follow up with the Maintenance Department in related guest room and public area care;
- Remain alert, courteous and helpful to guests at all times;
- Effective service and detail oriented, team player, goal-driven and excellent delegator with good relationship skills.

**ENVIRONMENT:**

This is a physically demanding position. You may have to carry all of your supplies, linens and equipment up and down stairs, on sidewalks outside, and sometimes for a considerable distance. This will need to be done regardless of weather conditions. There are multiple types of units that need to be serviced. You may work with another employee but frequently you may be expected to work alone. This position does most of the heavy lifting and moving that the maintenance and housekeeping departments need.