



Position	Division	Department	Payroll Status	Start Date	End Date
DEPT COORDINATOR/SPV, HOUSEKEEPING	ROOMS	HOUSEKEEPING	Full Time	now hiring	REGULAR

JOB SUMMARY: The Office Coordinator/Supervisor is responsible for the efficient operation of the Housekeeping administrative duties. He or she will also supervise the operation of the housekeeping staff, promoting a safe environment and quality service to achieve maximum guest satisfaction, protection of assets and minimal expenses. Ensure the cleanliness and condition of the hotel guest rooms to ensure guest satisfaction. Quality will be measured via Hotel Guest Satisfaction Surveys (Cleanliness of Guest Rooms) and Quality Assurance Audit - LRA. Thorough daily inspections of the guest rooms to ensure brand standards are met.

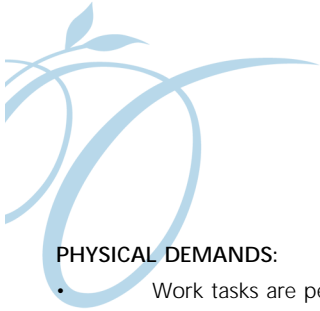
ESSENTIAL JOB FUNCTIONS:

- Answer all telephone calls coming into the Housekeeping office.
- Coordinate and distribute guest requests via StarGuest and telephone and ensure they are addressed promptly.
- Manage early arrivals/VIPs' special requests by continuously providing update for Housekeeping Managers on priority of rooms needed
- Update additional credits/rollaway beds and cribs make up and delivery charges sheet daily.
- Ensure that the key and phone distribution system is well-maintained and inventory record is updated.
- Record all late/absent employees on designated attendance sheet.
- Monitor occupancy status of guest rooms on a constant basis and ensure continuous communication with the Front Office
- Keep accurate record of all general cleaning materials/carpet shampoo/drapery maintenance/chandelier cleaning materials
- Coordinate Lost & Found with the Security Department
- Maintain accurate record of all receivables into the department
- Evaluate shift assignments and prioritize work load.
- Supervise the housekeeping staff, providing open communication, training, coaching and counseling and providing performance feedback to ensure maximum efficiency.
- Issue assignments to staff, reviewing special request and areas of concentration to ensure a smooth flow of the housekeeping operation
- Issue supplies/goods to staff at the beginning of shift in order to control inventory and ensure proper supplies and available while controlling expenses
- Ensure VIP'S and SPG member rooms are ready and inspected by 1pm
- Ensure daily show rooms are ready by noon
- Perform daily audits to ensure Sheraton quality standards are consistently met
- Assist Executive Housekeeper in scheduling and purchasing of guest room and hotel supplies as necessary.
- Supervise and inspect the cleaning of the guest rooms, turndown service, public areas and back of the house; ensure compliance with accident/loss prevention programs, SOPs and health/sanitation standards and regulations to achieve a high level of cleanliness and guest satisfaction
- Supervise houseman to maintain cleanliness of glass doors and windows throughout the hotel
- Ensure cleanliness of all trash chute rooms by delegating daily assigned work to houseman
- Maintain cleanliness of Vending /Ice room, elevators, hallways, and stairwells.
- Support Room Attendant by cleaning and stripping guest rooms

REQUIREMENTS:

- Bilingual- English/Spanish
- Computer Skills- Word, Excel, PowerPoint.
- Requires good communication skills, both verbal and written.
- Knowledgeable with cleaning chemicals and supply equipment





PHYSICAL DEMANDS:

- Work tasks are performed indoors and outdoors. Temperature is moderate and controlled by hotel environmental systems.
- Must be able to stand and exert well-paced mobility for up to 4 hours in length.
- Must be able to exert well-paced ability to maneuver between functions occurring simultaneously.
- Must be able to exert well-paced ability in limited space and to reach other departments of the hotel on a timely basis.
- Must be able to bend, squat and lift up to 75 lbs. on a regular and continuing basis.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. on a regular and continuing basis.
- Must be able to bend, stoop, squat and stretch to fulfill cleaning tasks.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.

EXPERIENCE/EDUCATION

- High school or equivalent education required.
- Prior experience in hotel housekeeping positions with 1 or more years experience as Supervisor in property of similar size and business volume.
- Must be able to work a flexible rotating schedule to include AM/PM shifts, weekends and holidays
- Valid California Drivers License required

Contact: Please visit www.sheratoncarlsbad.com to complete an application for employment and email to employment@sheratoncarlsbad.com.

