

# Executive Housekeeper

Oxford Suites Portland – Gladstone, Oregon

US - OR - Gladstone



## Contact

Company Name:

Oxford Hotel Group

Contact:

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## Job Details

**Job Description:** The primary responsibility of the Executive Housekeeper is to manage the housekeeping staff and their activities in order to maintain the hotel in a clean, sanitary and orderly condition for the safety and security of staff and guests.

**Job Requirements:**

### ESSENTIAL FUNCTIONS:

- Approach all encounters with guests and employees in a friendly, service-oriented manner.
- Maintain regular attendance in compliance with Oxford Hotel Group standards, as required by scheduling, which may vary according to the needs of the hotel.
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and nametag when working.
- Comply at all times with Oxford Hotel Group standards and regulations to encourage safe and efficient hotel operations.
- Determine the labor needs for the department and adjust staffing levels as needed.
- Prepare assignment sheets for the room attendants and determine duties for remaining staff.
- Maintain and help keep clean and restock all Housekeeping closets.
- Check the unoccupied rooms to ensure they are ready to rent. Report all discrepancies to the General Manager.
- Record lost and found articles and secure them in the proper area.
- Manage the daily activity of all the housekeeping staff.
- Coordinate efforts with the front desk, maintenance staff and the General Manager for things that may require your attention.
- Establish and maintain a regularly scheduled cleaning program - i.e. floor care, deep cleaning, changing shower curtains etc...
- Select and provide proper equipment and supplies for efficient and economical operation for the department.
- Establish and maintain standards of quality control.
- Conduct Monthly linen Inventories.
- Review daily, weekly and monthly reports (i.e. labor, revenue, sales, occupancy, arrivals, VIPs).
- Check rooms with "Do Not Disturb" signs and make sure the rooms has been gone back to multiple times during the day. If DND sign is still up on the door after 2:00 pm, ensure the "we attempted to service your room card" is placed on top of the DND sign.
- Conduct public area inspections as well as room inspections to evaluate the physical condition of the hotel and recommend any repairs, painting and furnishing upgrades necessary.
- Supervise all staff including selecting, training, evaluating, scheduling, counseling and disciplining in accordance to the company policies.
- Work with the Gm and AGM to develop, plan, implement and follow through on programs and procedures to benefit the OXFORD Hotel Group.
- Attend weekly staff meetings.
- Have monthly staff meetings with entire housekeeping staff to communicate, update and listen to staff concerns or comments.
- Participate in MOD program.

- Prepare daily labor reports.
- Maintain employee records concerning attendance and punctuality.
- Be knowledgeable about and able to respond to emergency situations.
- Must be able to convey information and ideas clearly.
- Must be able to evaluate and select among alternative courses of action quickly and accurately.
- Must work well in stressful, high pressure situations.
- Must be effective at listening to, understanding, and clarifying the concerns and issues raised by coworkers and guests.
- Must display exemplary performance for the housekeeping staff to follow.
- Must be effective at listening to, understanding and clarifying the concerns and issues raised by coworkers and guests.
- Must be effective in handling problems in the workplace, including anticipating, preventing, identifying, and solving problems as necessary.
- Must have the ability to work various hours and shifts per week, with an average of 40+ hours per week.
- Must possess the ability to train personnel.
- Must be able to work with and understand financial information and data, and basic arithmetic functions.
- Must have the ability to assimilate complex information, data, etc from disparate sources and consider, adjust or modify to meet the constraints of the particular need.
- Must possess good record keeping habits and time management skills.
- Other hotel-related duties as required.

#### OTHER ABILITIES, SKILLS, KNOWLEDGE:

- Bilingual helpful.

Management  
Position?

Yes

Entry-Level  
Position?

No

Work Permit  
Needed?

Applicants who do not already have legal permission to work in the United States will not be considered.

Job Available:

Immediately

Industry  
Categories :

Hotel/Resort

Position  
Categories :

Rooms – Housekeeping

## Compensation

Salary Range:

Bonus Plan?

No

Accommodation?

No

Other: