



Housekeeping Team Lead – Job Description

Reports To – Housekeeping Manager & Assistant Manager

Position Summary

The Housekeeping Team Leader supervises the daily activities of the Room Attendants and House Attendants in the Housekeeping department. He or she will also act as a point of contact in the absence of the Manager.

Job Duties

- Support Manager in assigning the work of Room Attendants and House Attendants and assist the Housekeeping employees by jumping in and cleaning as needed.
- Check and maintain adequate level of supplies and material and request replenishment of supplies as required.
- Work with Front Desk and Maintenance Departments regarding the status of rooms and common areas ensuring that guest requirements are met according to Hotel policy.
- Assist the Housekeeper Manager in the daily checking of guest rooms and designated staff areas, public areas maintaining cleanliness standards.
- Ensure guest lost items are secured and policies followed.
- Carry out opening and closing procedures including hosting morning meeting, staff warm up and assigning rooms and tasks.
- Ensure prompt email communication with other departments.
- Assist with team member orientation and training within the department.
- Attend meetings as requested and contribute new ideas to the overall success of the operation.
- Lead by example and communicate with all team members in a fair and respectful way.
- Inspire the team to achieve high standards of work and guest care.
- Follow all emergency procedures.
- Ensure all guest comments and feedback are acknowledged and followed up promptly.





- Carry out Room Attendant and House Attendant duties when required.
- Any other housekeeping related tasks as designated by the Housekeeping Manager or Assistant Housekeeping Manager

Knowledge, Skills and Abilities

- Minimum 2 years of Housekeeping experience.
- Leadership experience is an asset.
- Able to effectively communicate with guests and have strong interpersonal skills and a positive attitude.
- Available to work early mornings, evenings, weekends and holidays.
- Self-starter with excellent organization, presentation, customer service and communication skills.
- Computer skills including Outlook and basic Word and Excel.

