

JOB DESCRIPTION

Job Title

Supervisor – Housekeeping/Soft services.

Reporting to

Executive/Site lead

ROLE AND RESPONSIBILITIES

OVERALL ROLE

Beginning of the shift

- Reporting time: Before 15 minutes of the shift

Taking over the shift (General responsibilities)

- Ensure all the Housemen & ladies are present
- Take briefing from outgoing shift supervisor e. g. locked cabins, deep cleaning
- Check the grooming of the staff
- Brief the team regarding the work schedule

Deployment of work (General Responsibilities)

- Brief the team for the routine jobs
- Allocate the work according to the schedule
- Ask from the Executive for any specific job to be done
- Allocate the day specific work

Follow-up on complaints logged (General Responsibilities)

- Go through the complaint register
- Co- ordinate with helpdesk to resolve the complaints

Involvement in shift (General Responsibilities)

- Ensure that the following things are physical handed over to the incoming shift supervisor.
- Key registers with relevant keys
- Upkeep of the premises under his charge (General Responsibilities)
- Carry out regular monitoring of the areas & boys.
- Ensure following checklists are followed religiously
- Schedule cleaning

Ensure all the registers are being maintained properly (General Responsibilities)

Relieve your shift team (General Responsibilities)

Handing over the shift (General Responsibilities)

- Carry out the de-briefing of staff
 - Write all the details in the Activity log book
 - Give briefing to the incoming shift supervisor
 - Update Executive about the developments.
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