



**EAST KIMBERLEY CHAMBER OF COMMERCE AND
INDUSTRY**
PO BOX 171
KUNUNURRA WA 6743
www.ekcci.com.au
73 754 070 279

Occupation: COMMERCIAL HOUSEKEEPER (SUPERVISOR) (Equivalent to ANZSCO Skill Level 4)

Reports to: Executive Housekeeper/Manager (Hotel or Motel or Lodge or Camp) - **29 March 2022**

Position description

6-digit Code: 070499

The role of the Commercial Housekeeper (Supervisor) is to ensure the smooth operation of the housekeeping department during the relevant shift, and may work in a hotel, motel, resort, lodge, tourist camp, or mining (or other commercial) camp that includes accommodation. The Commercial Housekeeper (Supervisor) works closely with other departments/ managers/ supervisors to ensure the hotel or motel or camp rooms, cabins, or tents, and public areas are well presented and to adhere to the policies and procedures of the hotel or motel or camp. The breadth of role and supervisory responsibility may vary depending on size of accommodation provider and staffing footprint but would involve supervising and training one or more housekeeping staff overall or during a specific shift.

Main duties and tasks (may include but not limited to):

- supervising and inspecting the day to day work of housekeeping staff overall or during a specific shift
- ensuring that productivity is achieved and ensure timely room return
- ensuring the housekeeping team cleans the guests' or workers' rooms, cabins, or tents, and associated public areas to highest standards.
- ensuring that guest requests and other special cleaning requirements are met
- allocating duties to housekeeping staff
- may include training of housekeeping team members
- co-ordinating workforce during shift to meet daily deadlines
- checking rooms to ensure a high standard is met
- releasing rooms on time for guests
- attending to guest enquiries, requests and complaints
- monitoring as required the disposal of laundry and garbage
- liaising with maintenance and front office departments
- ensuring safe manual lifting procedures are adhered to
- may involve management of a housekeeping staff roster
- ensuring Workplace Health and Safety procedures are adhered to
- managing stock of cleaning products (including their safe storage), and setting and adhering to budget controls
- may include monitoring and reporting issues with cleaning equipment and arranging repairs and maintenance.

Skills, qualifications and experience

- The skills, qualifications and experience as described in **Category 7** in the EK DAMA Information Guide.