



Job Title	Housekeeping Supervisor
Location	aha The Rex Hotel, Knysna
Objective	The Housekeeping Supervisor will manage the daily operations of their assigned section ensuring the ultimate comfort, cleanliness, safety and standards for all guest and members as expected by the hotel. They will maintain superior standards of presentation, maintenance and cleanliness in all areas of the hotel while ensuring the safety and confidentiality of all Guests. They will act as a leader to all Housekeeping team members and assist with Guest and staff concerns.
Key Areas	<ul style="list-style-type: none"> • Maintains a presence as requested at hotel / department meetings and committees • Complies at all times with hotel standards and regulations to encourage safe and efficient hotel operations • Handle Guest concerns and react quickly, logging and notifying proper areas to service them • Actively participate in daily briefing, daily warm up and department meetings • Ensures Room Attendants are informed daily about VIPs, extras – priority in their section • Ensures check-out rooms are returned in a timely manner • Verifies rooms with Privacy Please indicators and co-ordinate make up with Room Attendants • Assists with and lead Room Attendant, Turndown Attendant, and House Attendant with daily duties • Train and coach staff on expected standards of service • Conducts daily inspections of guestrooms and floors • Be knowledgeable on all current guest services and events in the hotel • Inspects show rooms, guestrooms, guest elevator foyers, storage and supply rooms, and Room Attendant's carts and closets to ensure the quality of work of the Housekeeping team • Notify Room Attendant/House Attendant of any deficiencies found, and return to correct when applicable. Re-inspect corrected room. • Physically check discrepant rooms to ascertain status. Confirm status of all rooms at end of day. • Reports any damage, special cleaning, change of soft furnishings in all areas of the hotel • Confirm that all daily duties are completed to standard by: Room Attendants and House Attendant



	<ul style="list-style-type: none"> • Must be able to perform all Room Attendant and House Attendant duties • Work with all Housekeeping staff to maintain and improve guest service scores • Ensures all guestrooms have proper furniture; fixtures and amenities and that all set standards for placement are being followed • Ensures all Lost and Found items are sent to the relevant department. • Ensures any Health/Safety matters are reported and followed up • To conduct proper handover with each day Floor Supervisor to keep seamless information flow • To check any late check outs and non-checked rooms for update before scheduled time. •
MINIMUM REQUIREMENTS	COMPETENCIES
<ul style="list-style-type: none"> • Matric • 1 years' experience in a supervisory capacity in a hotel housekeeping environment 	<ul style="list-style-type: none"> • Customer Orientation • Teamwork & Cooperation • Results Orientated • Planning & Organising • Ability to work under pressure • Learning Orientation
<p>Please take note of the following before applying:</p> <ul style="list-style-type: none"> • Do not send your CV / apply if you do not meet the minimum requirements • Transferring will have to be negotiated with your current manager • Only candidates that meet the above requirements will be contacted Should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful. • Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan <p>Please send your updated CV to MillerK@aha.co.za on or before the 27th January 2025.</p>	