

# Lead Housekeeper Job Description

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- Provide the environment for a great guest experience
- Evaluate the efficiency of all housekeeping tasks
- Ensure that all activities in the hotel or resort are completed in a timely manner
- Ensure that all equipment used in the cleaning process are safe and well maintained, working properly and operating at optimum levels
- Work closely with other departments such as housekeeping, security, and hostessing
- Provide an environment for other supervisors to find and solve problems in a timely manner
- Provide a service with exceptional customer satisfaction standards
- Ensure that all activities are completed in the assigned area of responsibilities
- Set up and maintain a room schedule for each shift
- Ensure all housekeeping procedures are followed correctly and not overlooked by employees, who may have individual goals and objectives
- Constantly communicate with all departments within the organization, such as customer services and restaurant department in order to ensure that proper relations exist between these departments
- Ensure all employees are duly compensated for duties or work carried out and received their dues or compensation for any injury sustained on the job
- Update the overall appearance of hotel by reviewing and planning to design areas, which may need renovation
- Assess the career growth opportunities for individual staff members
- Communicate with upper management in order to ensure that proper planning is done so that all employees are assigned duties if need be, in a fair and just manner
- Provide all housekeeping department employees with required training and supervision in order to carry out their duties effectively

- Coordinate with other departments such as housekeeping managers, supervisors, and front desk staff.