

## **Housekeeping Supervisor**

We have a permanent full-time position available for a Housekeeping Supervisor to join our friendly and hardworking team at The Parnell Hotel & Conference Centre in Parnell. This role requires you to lead our team of room, laundry, and public area attendants to ensure our guest rooms and public areas are maintained in pristine condition. Our focus is on providing the best service with the highest standards to our valued guests, and the successful applicant is required to be able to use their initiative and take pride in their work. We need applicants who can work any day of the week and/or weekend and be available to work public holidays when required.

### **Housekeeping Supervisor Responsibilities:**

- Train housekeeping staff on cleaning and maintenance tasks
- Overseeing staff performance daily, including taking pride in their work and providing a professional service.
- Check rooms and common areas, including stairways and lounge areas, for cleanliness
- Schedule shifts and arrange for replacements in cases of absence
- Establish and educate staff on cleanliness, tidiness, and hygiene standards
- Motivate team members and resolve any issues that occur on the job
- Respond to customer complaints and special requests
- Participate in large cleaning projects as required
- Ensure compliance with safety and sanitation policies in all areas
- Report and follow up on any maintenance defects or other housekeeping related issues
- Routinely inspect service areas, storerooms, and back of house areas
- Efficiently manage stock control and the maintenance of equipment
- Effectively manage Housekeeping and Laundry in the absence of the Housekeeping Manager
- Have a strong desire to excel and develop your housekeeping career

**Requirements:**

- Honest, dependable, and positive
- Flexible and initiative-taking
- Physically fit to manage the physical demands of the role
- Great people skills and able to work as part of a team
- Previous work experience as a Hotel Housekeeping Supervisor is essential
- You must be a citizen or permanent resident in New Zealand; or the holder of an open work Visa valid for a minimum period of 12 months and currently resident in New Zealand

If you would like to be considered for this position, please email your CV and cover letter to:

Nadine Mouffok

Housekeeping Manager

E: [housekeeping@theparnell.co.nz](mailto:housekeeping@theparnell.co.nz)