



## Cardo Hotels – Floor Supervisor

### About Cardo Brussels Hotel

Located within the heart of Europe and one of the Brussel's most vibrant areas, Cardo Brussels Hotel is the new and trendy landmark in the neighborhood and the most distinctive luxury lifestyle hotel in the city, catering to both selective leisure guests and business travelers. The hotel will offer contemporary wellness and dining experiences, 532 stylish rooms & suites, as well as 1500m<sup>2</sup> of MICE facilities and amenities.

### About the Job

#### Overall Job Purpose

- Complies with all hotel policies and standard operating procedures of the hotel and its management company.
- Responsible for ensuring the daily execution of cleaning activities based on checklists; is responsible for the distribution of tasks according to the schedule.
- Responsible for giving work instructions; training and directing staff.
- Responsible for checking of the cleaning and guest supplies are in stock on all floors and offices, as per checklist requirements.
- Assists with the monthly stock inventory to ensure adequate cleaning and guest supplies are maintained.
- Responsible for controlling activities in accordance with work sheets and directives; controlling the use of cleaning products and equipment; controlling the hours worked by his/her team. .
- Responsible for inspecting cleaned rooms, washrooms and public areas; checking presentation, order, neatness and hygiene in accordance with hotel guidelines.
- Responsible for overseeing the application of internal rules of behavior and "good manners" of departmental staff, checking the presentation and hygiene of departmental staff.
- Responsible for monitoring laundry and linen stock lists.
- Responsible for informing the technical department of breakdowns or faults, and checking with the technical department that tasks are being carried out.
- Responsible for handling customer complaints and resolving problems as quickly as possible.
- Responsible for answering customer questions and executing all reasonable additional requests within the specified time.
- Responsible for ensuring excellent communication with all departments, especially Front Office and Technical Service.
- Responsible for participating in work activities as required: cleaning rooms, sanitary facilities, public areas;

arranging rooms; moving furniture, etc.

## **Candidate Profile & Accountabilities**

### **Competencies**

- Ability to use all electronic devices and communication systems (telephone, tablet, cleaning device, etc.).
- Ability to use Windows and hotel PMS (ie. Opera)
- Ability to prioritize tasks according to workload and work under pressure.
- Ability to work a flexible schedule – morning / evening shifts + weekends/bank holidays
- Excellent communication skills
- Attention to detail.
- Customer service oriented
- Problem solver
- Positive approach

### **Qualifications, Skills & Experience**

- Fluent in both English and French. Knowledge of additional languages is a plus.
- Strong understanding of housekeeping services tasks
- Affinity with a more refined lifestyle hospitality
- At least two years' experience in a similar role in a comparable establishment with large meeting rooms and spaces.

<http://cardohotels.com/>