



Cardo Hotels – Stage Housekeeping Department

Stage Housekeeping Department

Job title: Housekeeper Coordinator

Reports directly to: Executive Housekeeper

Direct Reports: Rooms Department

Overall Job Purpose

Inspect guest rooms, public areas, pool, etc. after being cleaned by Housekeeper to ensure quality standards.

Run sold room reports, verify room status, determine discrepant rooms, prioritize room cleaning, and update status of departing guest rooms.

Assist Housekeeping management in managing daily activities.

Act as a liaison to coordinate the efforts of Housekeeping, Engineering, Front Office, and Laundry.

Document and resolve issues with discrepant rooms with the Front Desk.

Prepare, distribute, and communicate changes in room assignments.

Communicate issues to next shift. Complete required paperwork.

Assist management in hiring, training, scheduling, evaluating, counselling, disciplining, and motivating and coaching employees.

Follow all company and safety and security policies and procedures; report any maintenance problems, safety hazards, accidents, or injuries; complete safety training and certifications.

Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets.

Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation.

Speak with others using clear and professional language.

Develop and maintain positive working relationships with others; listen and respond appropriately to the concerns of other employees.

Ensure adherence to quality expectations and standards.

Ability to push and pull a loaded housekeeping cart and other work-related machinery over sloping and uneven

surfaces.

Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Stand, sit, kneel, or walk for an extended period across an entire work shift. Grasp, turn, and manipulate objects of varying size and weight, requiring fine motor skills and hand-eye coordination.

Enter and locate work-related information using computers and/or point of sale systems.

Read and visually verify information in a variety of formats (e.g., small print).

Perform other reasonable job duties as requested by Supervisors.

Competencies

- Excellent Communication Skills
- Initiative and the Anticipation of needs
- Customer service-oriented
- Attention to detail
- Problem solver
- Positive approach

Qualifications, Skills & Experience

- Fluent in both English and Italian.
- Affinity with a more refined lifestyle

Candidate profile

Preferred:

- Has demonstrated the ability to always work on behalf of Guests
- Has demonstrated the ability to work with other Team Members
- Successful track record of working in a collaborative/matrixed environment

La ricerca è rivolta ai candidati ambosessi (L.903/77). Ti preghiamo di leggere l'informativa sulla privacy ai sensi dell'art. 13 del Regolamento (UE) 2016/679 sulla protezione dei dati (GDPR).

<http://cardohotels.com/>