



Assistant Executive Housekeeper | Hilton Garden Inn Wausau

The Assistant Executive Housekeeper is a key member of the Hilton Garden Inn team, responsible for working alongside of the Executive Housekeeper on all Housekeeping and Laundry Operations and for assuming leadership of the department on days that the Executive Housekeeper has off.

Responsibilities

- Assist the Executive Housekeeper with managing daily housekeeping and laundry operations, overseeing all housekeeping staff and preparing assignment sheets to ensure the cleanliness, service and product quality standards of guestrooms, public spaces, restrooms, offices and conference area.
- Provide strong leadership and be readily accessible to staff. Support a highly motivated and trained staff that continually strives for excellence in service and cleanliness. Participate in monthly staff meetings with entire housekeeping staff to communicate, update and listen to staff concerns or input.
- Respond to and follow through on guest requests, concerns and problems. Ensure that excellent guest service is consistently delivered by the Housekeeping team.
- Maintain or exceed standards of cleanliness and a consistently positive guest in line with Ghidorzi Hotel Group and Hilton Garden Inn brand standards.
- Check unoccupied rooms to ensure that they are guest ready. Report all discrepancies to Executive Housekeeper.
- Record lost and found articles and secure them in the proper area.
- Check rooms with "Do Not Disturb" signs multiple times during the day. If DND sign is still on the door after 2 p.m., ensure that the "we attempted to service your room card" is placed on the DND sign.
- Conduct public area inspections as well as room inspections to evaluate the physical condition of the hotel and recommend any repairs, painting and furnishing upgrades necessary.
- Assist the Executive Housekeeper in establishing and maintaining a regularly scheduled cleaning program that includes floor care, deep cleaning, replacement of shower curtains, etc.
- Conduct training and coaching sessions on departmental policies and chemical and equipment usage.
- Monitor the administrative functions of the office to ensure accurate record keeping throughout the department. Maintaining inventories of amenities, chemicals and other supplies to ensure items are in stock and reordered in a timely manner.
- Supervise and conduct daily detailed inspection of guest rooms, public areas and back of the house. Ensure compliance with hotel's standard of excellence, health, sanitation standards and regulations, to achieve a high level of cleanliness and guest satisfaction.
- Refer and follow up on maintenance issues with Maintenance Engineer to protect hotel assets, ensuring a safe, accident free environment for guests and employees.
- Recommend to the Executive Housekeeper operational efficiencies and innovations to improve service and quality assurance.
- Perform other functions as required and directed.

Qualifications

- Minimum education of a High School Diploma or equivalent.
- Certified Executive Housekeeper (CEH), preferred but not required.
- Minimum of five years management experience with at least three years housekeeping management experience.
- Ability and willingness to work on holidays and weekends.
- Knowledgeable of Housekeeping Operations, and ability to work under stress and deadlines. A starter and not a follower, a perfectionist with respect for others.
- Must be able to communicate instructions effectively to staff and creates a safe and comfortable environment. Must balance constructive criticism with positive feedback.



- Must be able to understand, speak, read and write basic English; read and comprehend simple instructions; and effectively present information to customers, clients and other employees within the organization.
- Must be able to add, subtract, multiply, and divide in all units of measurement, using whole numbers, common fractions and decimals.
- Ability to push, pull, carry and lift 50 pounds on a regular basis throughout the shift. Moving furniture, frequent walking, standing, bending and stair climbing are also regular requirements of the job.