

**Job Title:** Housekeeping Supervisor  
**Location:** Millbrook Resort, Queenstown

**Department:** Housekeeping  
**Responsible to:** Executive Housekeeper & Senior Housekeeping Supervisors

**Position Overview:** Millbrook Resort is New Zealand's leading lifestyle resort. Our mission is to be recognised as world-class and we will achieve excellence in all aspects of our business.

**Key Result Areas:**

Operational	Performance, Skills & Knowledge
<ul style="list-style-type: none"> <li>• Ensure all guests and owners receive the specified level of housekeeping and laundry service required, throughout all levels of Millbrook Resort's accommodation.</li> <li>• Ensure that the entire Housekeeping Department is adequately staffed, appropriately trained, and runs smoothly and efficiently at all times. Inviting, verifying and assessing for SIQ. Perform Team morning briefings and Team meetings.</li> <li>• Assist the Executive Housekeeper and Senior Housekeeping Supervisors to ensure that all rooms are thoroughly checked to the required standard, prior to all arrivals</li> <li>• Assist in implementing and amending Housekeeping policies, inductions and procedures (SOPs) as necessary, to ensure the Department is run effectively and all staff have clear guidelines as to the standard of work Millbrook Resort requires</li> <li>• Ensure the health and safety of all guests and staff by adhering to Health &amp; Safety Legislation, reporting any maintenance defects and rectifying any equipment malfunctions</li> <li>• Effectively communicate between the Housekeeping Department, existing guests, Hotel Manager (in the absence of the Executive Housekeeper and Senior Supervisors) and other relevant Departments. Ensure that all information received from other Departments and Head of Department meetings (in the absence of the Executive Housekeeper) is clearly and effectively communicated to all Housekeeping staff as required</li> </ul>	<p><b>1. Guest Services</b></p> <ul style="list-style-type: none"> <li>• Ensure that all requests and complaints received by guests and owners are responded to in a friendly, professional and prompt manner either immediately, or within a mutually agreed timeframe.</li> <li>• Ensure that the overall standard of all types of accommodation, level of service, quality, hygiene and value provided by Millbrook Resort meets our owners and guests' expectations</li> <li>• Ensure that all rooms are ready on time and checked prior to all check-ins</li> </ul> <p><b>2. Management and Training of Staff</b></p> <ul style="list-style-type: none"> <li>• Assist with the management of all Housekeeping and Laundry staff to ensure that all accommodation is cleaned and ready within specified time frames and if required have a "hands-on" approach. Promote staff morale and team cohesion by leading by example.</li> <li>• Provide one-to-one training to all new Housekeeping staff (Housekeeping attendants, supervisors, etc.).</li> <li>• Assist Supervisors when performing staff appraisals, meetings, briefings and regular one-to-ones.</li> <li>• To perform, together with Executive Housekeeper, Supervisors appraisals, meetings, briefings and regular one-to-ones</li> <li>• Follow-up any comments/requests placed in the Housekeeping Department or Laundry's log books as required</li> <li>• To be familiar with the contents of the Individual Employment Contract and to assist managing all staff covered as per the contract</li> <li>• Ensure all Housekeeping staff are aware of the Housekeeping Department's policies and procedures.</li> <li>• SIQ training sign up; verifying and assessing</li> <li>• Proficient using HotSOS and Opera systems, whilst actively promoting efficiencies</li> </ul> <p><b>3. Ordering</b></p> <ul style="list-style-type: none"> <li>• Inform Executive Housekeeper of any items running low</li> <li>• Assist with stock controls and stock takes</li> </ul> <p><b>4. Room Checking</b></p> <ul style="list-style-type: none"> <li>• Ensure that all allocated rooms are cleaned, checked and given back to Reception within the required time-frame of arrival</li> <li>• Adhere to the Housekeeping policies and procedures for room checking.</li> <li>• Inspect all daily VIP arrivals and services</li> <li>• Keep accurate records, schedule and manage Spring Cleaning procedures also keeping track of any special cleaning required (carpets, showers, etc.)</li> </ul> <p><b>5. Lost Property</b></p> <ul style="list-style-type: none"> <li>• Keep an accurate up-to-date record of all lost property</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist with responding to all lost property queries immediately after they are received</li> <li>• Ensure all lost property items are secure at all times</li> </ul> <p><b>6. Policies and Procedures</b></p> <ul style="list-style-type: none"> <li>• Assist in the identification, writing up and implementation of policies and procedures to ensure the smooth running of the Housekeeping Department.</li> <li>• Assist to ensure all staff are trained in these procedures and clearly informed of any changes.</li> <li>• Assist with reviewing and updating Housekeeping policies and procedures as necessary. Give feedback to the Executive Housekeeper on any suggestions to improve systems.</li> <li>• Assist the Executive Housekeeper to ensure all Housekeeping staff adhere to the Resort's policies and procedures</li> </ul> <p><b>9. Communication</b></p> <ul style="list-style-type: none"> <li>• Ensure relevant information is communicated to all Housekeeping staff.</li> <li>• Ensure that all guest comments are clearly communicated to all Housekeeping staff.</li> <li>• Clearly communicate as many times as required on a daily basis with Reception, Porters, Reservations, Maintenance, Construction and any other departments as necessary, to ensure status of rooms are up to date and guests expectations are met.</li> <li>• Regularly meet with the Executive Housekeeper and Senior Supervisors to discuss progress, new ideas and any issues which require attention</li> <li>• Encourage, listen and respond to ideas and feedback from all Housekeeping staff and follow-up as necessary</li> </ul>
<p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Record any maintenance defects in the maintenance book and in the case of an emergency page the Maintenance Department and inform the Executive Housekeeper.</li> <li>• Ensure Health and Safety legislation is adhered to.</li> <li>• Assist with ensuring all Housekeeping staff are trained in Health and Safety and policies and procedures.</li> <li>• Assist ensure all work areas are maintained to a safe working level for all Housekeeping staff.</li> <li>• Must hold a clean Driver's Licence and able to competently drive a manual vehicle</li> </ul>	

**GENERAL:**

- Provide all guests with a consistently high level of customer service.
- Adhere to the Resort's policies and procedures at all times.
- Confidentiality of guest information is essential at all times.
- Participate as an effective team member and assist with extra duties within the Department if required.
- Be flexible and undertake other duties which may be required to effectively run the Resort.

The position involves working closely with all employees as a united team, to successfully run Millbrook Resort's unique business. What is needed is a friendly, and professional approach, with a responsible outlook.