

Job Description



JOB TITLE: Housekeeping Supervisor – Rotorua

LOCATION: Rotorua

POSITION TYPE: Permanent

WORKING HOURS: Rostered

REPORTS TO: Hostel Manager – Rotorua

Purpose

The Housekeeping Supervisors mission is to ensure that the standards of cleanliness are met.

Monitoring staff performance and identifying areas for training, retraining, and improvements in our process. You will manage by leading by example, with high standards.

You will assist the Property and duty managers with daily housekeeping task assignments as well as room inspection.

Responsibilities

- Ensure all team members deliver the best guest experience according to hostel brand standards
- Identify and suggest areas to improve such as guest touch points
- Ensure the common areas of the property are always clean and tidy (Including reception)
- Ensure that all Health & Safety policies and procedures are always adhered to.
- Proactively promote other Haka properties to all guests
- To foster and maintain a positive working relationship with your colleagues
- Ensure that inspections are carried out
- Ensure that housekeeping daily tasks are assigned correctly and clearly at the beginning of a shift
- Identify areas for improvement
- Carry out other duties as requested

Skills / Qualifications

- 2 Years Housekeeping Experience
- Good command of written and spoken English
- Technology savvy and familiar with property systems PMS.
- Customer experience
- Team player with a positive, can-do attitude
- Embraces personal accountability, sense of ownership.
- Passion for the Youth Tourism industry
- Excellent time management & communication skills.
- Logical thinker
- Exceptional attention to detail

Key Working Relationships

Internal:	○ Hostel Manager ○ Duty Manager ○ Night Manager (where applicable) ○ Housekeeping Staff
External:	○ Guests

Performance Metrics

<i>Key Deliverable</i>	<i>Means of Achieving</i>
Guest Experience	○ QualMark and internal audit scores are reached ○ No serious guest H&S incidents & minimum minor incident reports ○ TripAdvisor Ranking within top 5 for area and accommodation type for all properties ○ No guest complaints escalated to legal proceedings or financial settlement level ○ Key guest feedback trends actively addressed in a timely manner
Leadership	○ Employees are aware of and trained in housekeeping process and procedure ○ Shift runs smoothly ○ Positive relationships are maintained with colleagues
Maintaining Standards	○ Conduct regular inspections to ensure that the hostel maintains high levels of cleanliness ○ Identify areas for improvement and assist the hostel manager in implementing changes that enhance the guest experience and operational efficiency of the housekeeping department ○ Identify and address any issues or deficiencies in cleanliness or maintenance promptly ○ Provide constructive feedback to employees and assist the hostel manager by implement corrective actions when necessary
Health & Safety	○ Ensure all housekeeping employees follow health and safety regulations, including proper handling of chemicals and equipment. ○ All health & safety protocols are adhered to ○ Understand and adhere to all Haka H & S procedures and policies ○ All incidents are reported using the incident reporting form ○ Report any major incidents using the incident management table without delay
Core Values	Alignment with our core values is assessed by an annual 360-degree employee feedback process. Our values are: Whanau The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do. Aotearoa Proud We care deeply about this land, and we aim to work as a company to share the unique culture, geography and history of Aotearoa by still respecting the land. Huge strides leaving few footprints. From encouraging customers to recycle to continuously learning and sharing your knowledge of culture, history & geography to our guests.

Keeping it Real

We owe our big success to our small company roots, and to the genuine, fresh attitude that keeps us grounded and relevant. No egos, no bull.

One In a Million

At Haka it's of the utmost importance we deliver the best customer experiences and great customer service. Our customers are as individual as fingerprints, and we strive to create flexible, personalised products and services that make everyone feel included, whether they're 18 or 80.

Reach For It

Boundary-pushing isn't just for our adventure tourists - it's our key to innovation and staying ahead of the pack. If it can be done better, we'll always find a way.