



As part of our recruitment plans we are now looking to recruit a Housekeeping Supervisor on a full time basis, working to the needs of the business. This a great opportunity to join a developing department as we embark shortly on a renovation of all our accommodation areas.

The position involves weekends, and also due to the nature of the business you will be required to work during peak seasonal holidays.

This a fantastic opportunity for a talented individual to join our hotel in assisting us to achieve our service and guest satisfaction goals. You will be part of a challenging department in achieving high standard of customer care, creating the ultimate customer experience within our busy and vibrant hotel.

Responsibilities

- Manage and supervise the housekeeping staff to ensure cleanliness standards are met
- Develop and implement cleaning schedules and procedures
- Inspect rooms and public areas to guarantee they meet hygiene regulations
- Train new housekeeping employees on cleaning techniques and safety procedures
- Monitor inventory of cleaning supplies and equipment
- Handle guest complaints or special requests promptly and professionally

Requirements

- Previous experience in a housekeeping or hotel supervisory role
- Strong leadership and communication skills
- Knowledge of health and safety regulations
- Ability to work well under pressure and manage time effectively
- Excellent organisational skills to coordinate staff schedules and tasks

Are we right for you?

We expect a lot but we'll give a lot to get the right people. There are four main things we look for:

- We want people with bags of character. We don't want you to hide your personality when you're at work – we want you to feel comfortable, to be who you are, personality embraces your working effort.
- We want people people. You've got to like being around others, smiling and chatting because you like people, not because someone told you to smile and chat.

- We need extra milers. So if you think the job description is all you have to do, then we're not for you. We need the extra mile determination.
- You have to put your heart into it. When you tell a guest you're happy to help, you have to mean it.

Various hours available – full time, part time and casual hours. Salary to be discussed based upon previous experience at interview.

Development and career opportunities will be available to the right individuals following probationary period reviews.

***Please apply by emailing our General Manager Ricky on:
ricky.horan@falmouthhotel.co.uk***