JOB DESCRIPTION

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| **JOB TITLE:** | Floor Supervisor |
| **MANAGER’S TITLE:** | Housekeeping Manager |
| **DEPARTMENT NAME:** | Housekeeping |
| **REPORTS TO :** | Assistant Housekeeping Manager and above |
| **BASIC PURPOSE:** The Floor Supervisor is responsible for the dedicated supervision of Stateroom Stewards and Assistant Stateroom Stewards. | |
| **HIS/HER RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:**   * + Ensure staterooms and stateroom bathrooms are cleaned as per company’s standards   + Compliance with all housekeeping college procedures as set out in college manual and hotel ops website.   + Compliance with all USPH regulations as set out in the VSP manual.   + Brief Stateroom and Assistant Stateroom Stewards on scheduled duties and daily tasks ensuring follow up of all tasks are completed to standard in a timely manner.   + Ensure that all information and special requirements regarding staterooms for embarkation and cruise days are passed on and followed up by Stateroom Stewards and Assistant Stateroom Stewards.   + Continual inspections of assigned stateroom sections including corridors and lockers to ensure all are maintained to a high cleanliness standards.   + Continual inspections of Stateroom Steward pantries to ensure standards and procedures are followed as per USPH regulations.   + Continual inspections of assigned stateroom sections to ensure maintenance issues are reported and followed up in a timely manner.   + Completion of work orders and update of the hotel maintenance report on a daily basis.   + Liaison with VIP guests and suites guests on a daily basis to ensure all needs are met.   + Continual training and guidance of Stateroom and Assistant Stateroom Stewards in procedures and company standards.   + Ensure that Stateroom Stewards are supplied with the equipment and items required to complete daily routine and tasks.   + Complete performance reviews and procedural paperwork for Stateroom Stewards and Assistant Stateroom Stewards.   + Completion of ratings charts for Stateroom Stewards weekly performance   + Contribute to management meetings when required and communicate and cooperate fully with management team.   + Perform other duties related to stateroom supervision as directed by the Housekeeping Manager and Senior Housekeeping Management.   + Adhere to all Carnival Service Values at all times.   + Extend appropriate greeting to all guests and crew at every opportunity.   + Apply hospitality standards at all times in guest and crew areas.   + Follow all safety regulations (boat drills, door stopper policy etc.) during the course of duty.   + Follow all environmental, USPH and HESS - MS procedures as applicable for position.   + Follow up Time and Attendance policy. | |
| **REPORTING RELATIONSHIPS:**  Assistant Housekeeping Manager/Assistant Housekeeping Manager II  Senior Assistant Housekeeping Manager  Housekeeping Manager | |