



Job Description – Housekeeping Supervisor

Document Control

Position Title: Housekeeping Supervisor

Department: Housekeeping and Facilities

Reports To: Head of Housekeeping and Facilities

Version: 1.0

Job Overview

The Housekeeping Supervisor is responsible for overseeing the daily operations of the housekeeping team to ensure all guest rooms, public areas, and facilities meet Grand Royale Group's luxury cleanliness and presentation standards. This role coordinates staff, manages schedules, and ensures compliance with WHS and hygiene regulations. The position requires excellent organisational skills, attention to detail, and a passion for maintaining high service quality within a fast-paced hospitality environment.

Key Responsibilities

Operational Supervision & Service Quality

- Supervise daily housekeeping operations across rooms, public areas, and back-of-house spaces.
- Conduct regular inspections to ensure cleanliness, maintenance, and presentation meet brand standards.
- Manage linen and amenity inventory, ensuring efficient usage and timely replenishment.
- Coordinate with Front Office and Maintenance to ensure room readiness and issue resolution.

Team Leadership & Training

- Lead, train, and motivate room attendants and cleaning staff.
- Conduct performance evaluations and on-the-job coaching.
- Develop and maintain a positive and supportive team culture.
- Ensure staff adhere to grooming, uniform, and conduct standards.





Health, Safety & Compliance

- Ensure all staff comply with WHS, hygiene, and chemical safety procedures.
- Conduct regular risk assessments and safety briefings.
- Manage lost and found items in accordance with company policy.
- Maintain accurate cleaning and inspection records for audit purposes.

Administrative & Reporting Duties

- Prepare staff rosters and assign daily cleaning tasks.
- Track room status and report to Front Office and Operations.
- Manage housekeeping supplies and procurement requests.
- Report maintenance issues promptly and follow up on resolution.

Qualifications and Experience

- Certificate or Diploma in Hospitality Management or related field.
- Minimum 3–5 years' experience in housekeeping, with at least 1–2 years in a supervisory capacity.
- Proven ability to lead teams and maintain service quality in a hospitality environment.
- Knowledge of cleaning techniques, WHS standards, and hygiene procedures.
- Experience using housekeeping management systems preferred.

Skills and Competencies

- Leadership and people management skills.
- Excellent attention to detail and organisational ability.
- Strong communication and interpersonal skills.
- Time management and multitasking proficiency.
- Ability to maintain discretion and professionalism at all times.

Working Conditions

This is a full-time position based at Grand Royale Group's hotel and resort properties in Gold Coast, Queensland. The role requires flexibility to work weekends, holidays, and varying shifts to meet operational needs and ensure service coverage.





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Key Performance Indicators (KPIs)

- Guest satisfaction and cleanliness scores.
- Room readiness and turnaround efficiency.
- Compliance with WHS and hygiene standards.
- Staff productivity and engagement.
- Cost control and inventory management accuracy.

Company Values and Culture

Grand Royale Group values excellence, teamwork, and integrity in service delivery. The organisation promotes a culture of care, respect, and continuous improvement. The Housekeeping Supervisor ensures these values are reflected in every aspect of the team's performance and guest experience.

Career Path

This role offers opportunities for progression into senior positions such as Executive Housekeeper, Facilities Manager, or Head of Housekeeping and Facilities within Grand Royale Group or other premium hospitality establishments.

