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Executive Housekeeper

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Company: Marriott

Location: Istanbul

Category: other-general

Job Number 24075418

Job Category Housekeeping & Laundry

LocationIstanbul Marriott Hotel Sisli, Abide-i Hurriyet Caddesi No.142 Sisli, Istanbul, Türkiye, Türkiye

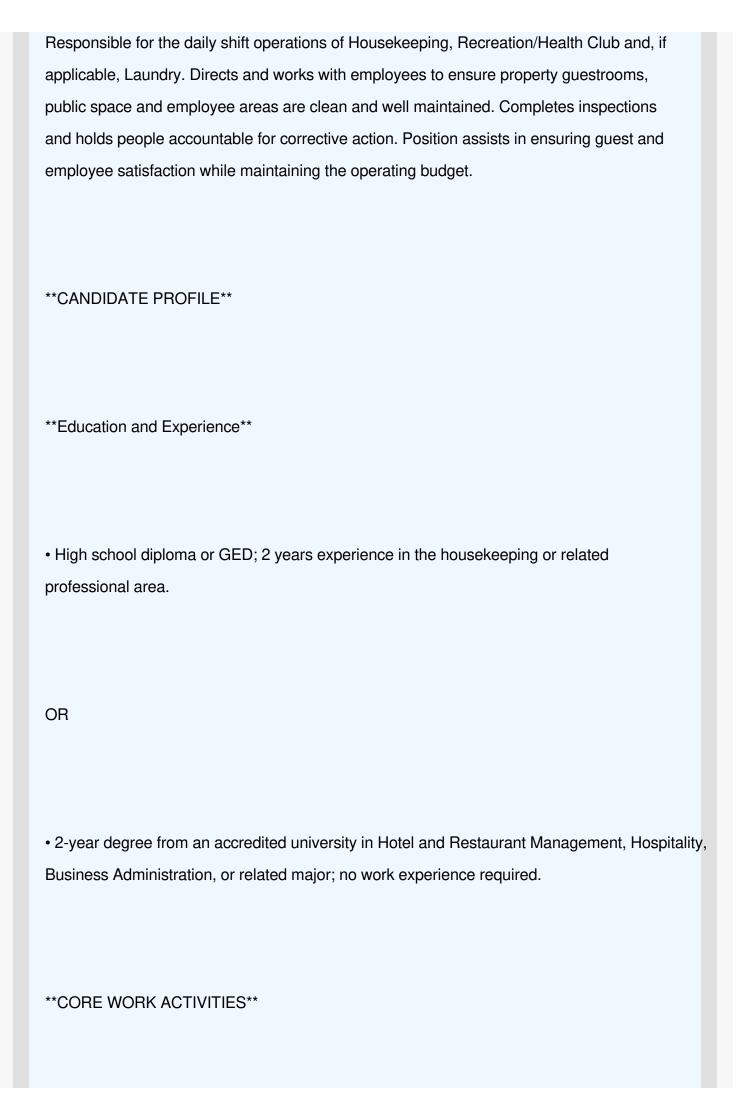
Schedule Full-Time

Located Remotely?N

Relocation? N

Position Type Management

JOB SUMMARY



| **Managing Housekeeping Operations** |
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| Ensures guest room status is communicated to the Front Desk in a timely and efficient manner. |
| Works effectively with the Engineering department on guestroom maintenance needs. |
| Supervises the property general cleaning schedule. |
| Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments. |
| Inventories stock to ensure adequate supplies. |
| Supervises daily Housekeeping shift operations and ensures compliance with all housekeeping policies, standards and procedures. |
| Assists in the ordering of guestroom supplies, cleaning supplies and uniforms. |

| Supports and supervises an effective inspection program for all guestrooms and public space. |
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| Communicates areas that need attention to staff and follows up to ensure understanding. |
| Ensures all employees have proper supplies, equipment and uniforms. |
| **Managing Departmental Costs** |
| Participates in the management of the department's controllable expenses to achieve or exceed budgeted goals. |
| Understands the impact of department's operations on the overall property financial goals and objectives and manages to achieve or exceed budgeted goals. |
| Comprehends budgets, operating statements and payroll progress reports as needed to assist in the financial management of department. |

| **Ensuring Exceptional Customer Service** |
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| Responds to and handles guest problems and complaints. |
| Strives to improve service performance. |
| Empowers employees to provide excellent customer service. |
| Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement. |
| **Conducting Human Resources Activities** |
| Participates as needed in the investigation of employee accidents. |
| Supervises staffing levels to ensure that guest service, operational needs, and financial objectives are met. |

| Ensures employees understand expectations and parameters. |
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| • Ensures property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOPs and LSOPs) and support the Peer Review Process. |
| Observes service behaviors of employees and provides feedback to individuals. |
| Uses all available on the job training tools to train new room attendants and provide follow-up training as necessary. |
| Participates in the employee performance appraisal process, providing feedback as needed. |
| Assists as needed in the interviewing and hiring of employee team members with the appropriate skills. |
| Supports a departmental orientation program for employees to receive the appropriate new hire training to successfully perform their job. |

• Participates in employee progressive discipline procedures.

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starts with the way we take care of our associates. That's The JW Treatment™. In joining JW Marriott, you join a portfolio of brands with Marriott International. **Be** where you can do your best work,**begin** your purpose,**belong** to an amazing global team, and **become**the best version of you.

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