

Floor Supervisor

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Company: Hilton Hotels & Resorts

Location: Şişli

Category: other-general

A Floor Supervisor is responsible for supervising room attendants to deliver an excellent Guest and Member experience while monitoring housekeeping standards and assisting the Head Housekeeper.

What will I be doing?

As a Floor Supervisor, you are responsible for supervising room attendants to deliver an excellent Guest and Member experience. A Floor Supervisor will also be required to assist the head housekeeper and monitor standards. Specifically, you will be responsible for performing the following tasks to the highest standards:

Supervise Room Attendants

Daily allocation of rooms and deep cleaning tasks to team members

Manage guest requests, including VIP amenities and communicating them to the relevant team members

Routine inspection of guest bedrooms to ensure they meet standards

Achieve positive outcomes from guest queries in a timely and efficient manner

Carry out lost property procedures

Report maintenance issues to Maintenance/Engineering Department

Assist Head Housekeeper with training requirements

Comply with hotel security, fire regulations and all health and safety legislation

Assist other departments wherever necessary and maintain good working relationships

What are we looking for?

A Floor Supervisor serving Hilton brands is always working on behalf of our Guests and working with other Team Members. To successfully fill this role, you should maintain the attitude, behaviours, skills, and values that follow:

Committed to delivering a high level of customer service

Experience in managing/supervising a team in a similar role

Experience in the hotel/cleaning industry

Previous experience in Hosting Service (Governance)

High standards of cleanliness

Good interpersonal skills

It is advantageous in this position if you demonstrate the following capabilities and advantages:

Ability to work in a team

Excellent attention to detail

Positive Attitude

IT proficient

Willingness to develop team members and self

What's in it for me?

Competitive Salary & Wages

Private Health Insurance

Complimentary Dry Cleaning for Business Attire

Monthly Transportation Fee

Complimentary Shuttle Bus

Discounted Indoor Parking Privileges

Complimentary Employee Meals

“Go Hilton” - discounted room rates in Hilton Hotels Worldwide for yourself and your family members

Career and development opportunities in Hilton Hotels Worldwide

Opportunity to make a positive impact on environment and community with Travel with Purpose program

MEANINGFUL BENEFITS FOR YOUR CAREER & WELL-BEING

We support the well-being and performance of Team Members with industry-leading rewards, recognition and support to meet their needs and dreams: Best-in-Class PTO

Go Hilton Travel Discount Program

Hotel rates as low as \$40/night! Health & Welfare Benefit Plans Debt-Free Education

Retirement Savings Program Employee Stock Purchase Plan Mental Wellness Support

Flexible Schedules Access to your pay when you need it

through DailyPay

Apply Now

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