

Turkey Jobs Expertini®

Housekeeping Team Leader

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Company: Hilton Garden Inn

Location: Bahçelievler

Category: other-general

An Housekeeping Team Leader is responsible for overseeing all housekeeping operations to deliver an excellent Guest and Member experience while evaluating guest satisfaction and setting department targets and objectives.

What will I be doing?

As an Housekeeping Team Leader, you are responsible for overseeing all housekeeping/Laundry operations to deliver an excellent Guest and Member experience. An Executive Housekeeper/Housekeeping Manager will also be required to evaluate guest satisfaction and set department targets and objectives. Specifically, you will be responsible for performing the following tasks to the highest standards:

Oversee housekeeping operations

Oversee Laundry Operations

Evaluate Guest satisfaction levels and monitor trends with a focus on continuous improvement

Operate within departmental budgets through effective stock and cost controls and well managed schedules

Set departmental targets and objectives, work schedules, budgets, and policies and

procedures

Inspect, regularly, all fixtures, fittings, and appliances to ensure compliance to standards and take action as necessary to conform to standard

Monitor the appearance, standards and performance of the Housekeeping/Laundry Team with an emphasis on training and teamwork

Ensure team members have an up-to-date knowledge of all room categories and amenities

Maintain good communication and work relationships in all hotel areas and with external customers and suppliers

Ensure staffing levels cover business demands

Ensure ongoing training

Ensure communication meetings are conducted and post-meeting minutes generated

Manage staff performance issues in compliance with company policies and procedures

Recruit, manage, train and develop the Housekeeping/Laundry team

Competent in property management systems

Assist other departments wherever necessary

What are we looking for?

An Housekeeping Team Leader 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:

Housekeeping/laundry experience in the hotel/leisure/retail sector in a managerial or supervisory capacity

A successful track record of managing a large team

A high school certificate or equivalent

High level of commercial awareness and cost control capabilities

Previous experience of managing a department and Profit and Loss account

Excellent leadership, interpersonal and communication skills

Committed to delivering high levels of customer service

Ability to work under pressure

IT proficiency

Excellent grooming standards

Flexibility to respond to a range of different work situations

Proficiency, at an intermediate level, with computers and computer programs, including Microsoft Office

Strong organizational, budget management, and problem solving skills

Strong communication skills

A passion for delivering exceptional levels of guest service

It would be advantageous in this position for you to demonstrate the following capabilities and distinctions:

Familiar with Property Management Systems

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

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Flexible Schedules Access to your pay when you need it

through DailyPay

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