

Public Area Supervisor

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Company: Doubletree by Hilton

Location: Bodrum

Category: other-general

A Public Area Supervisor is responsible for overseeing the cleanliness of public areas to deliver an excellent Guest and Member experience while managing and training staff and organising regular deep cleaning tasks.

What will I be doing?

As a Public Area Supervisor, you are responsible for overseeing and ensuring the cleanliness of public areas to deliver an excellent Guest and Member experience. A Public Area Supervisor will also be required to manage and train staff and organise regular deep cleaning tasks. Specifically, you will be responsible for performing the following tasks to the highest standards:

Responsible for overseeing and ensuring the cleanliness of all public areas

Manage, train and develop the public area cleaners

Carry out lost property procedures

Manage customer service issues quickly and effectively

Manage master keys in his/her possession

Organise regular deep cleaning tasks, e.g monthly deep cleaning and carpet shampooing

Report maintenance issues to Maintenance/Engineering Department

Patrol Front of House areas and Public Toilets regularly throughout the shift

Work with other Housekeeping Managers, Office Coordinators, Reception and maintenance to maintain good communication

Ensure a thorough handover to Housekeeping teams

Carry out preventative maintenance on equipment

Ensure team members comply with hotel security, fire regulations and all health and safety legislation

Carry out any other reasonable task set by the hotel's management

Provide excellent Guest service

What are we looking for?

A Public Area 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:

Excellent organisational and planning skills

Accountable and resilient

Good communication skills

Ability to work under pressure

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:

Previous hotel or leisure sector experience

Previous experience at Supervisory level

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