

Name of the professional figure
Housekeeping Manager
Where it works
The Housekeeping Manager is part of the Room Division. It operates as an employee under the direction and supervision of the Room Division Manager.
The activities
The Housekeeping Manager has the task of coordinating the room area and managing the team that takes care of the cleaning and hospitality on the floors and is assigned to the hotel's common areas. Therefore, it is the professional figure who must ensure that guests spend a pleasant holiday, always enjoy maximum comfort and can count on impeccable cleanliness in all hotel rooms, in compliance with the management's quality standards. In particular, the Housekeeping Manager manages the staff in charge of the plans, planning the shifts and roles so that the right number of people carries out each task at the appropriate times. He defines and manages the rooms' preparation and preparation and plans the ordinary and extraordinary maintenance interventions in the various environments of his competence. He is responsible for the purchase of cleaning products and the relationship with their suppliers, as well as for the correct activity of laundry, portage and cloakroom services, including the control and management of the department's costs. It prepares detailed reports intended for the management regarding the management of costs and how to optimize them where necessary and trains the staff so that it masters the practices and tools that ensure the highest possible quality in terms of comfort and cleanliness for guests and efficiency for the structure, creates and maintains a constant synergy between its department and the others of the structure
Qualifications
This figure is usually held by university graduates for 4 & 5 stars hotel, college graduates for lower level
Technical skills
The Housekeeping Manager must have an excellent knowledge of the departments and the entire hotel, as well as of the quality standards the Management provides. He must know the specific procedures and techniques for the operational management of the rooms and other rooms of the hotel, not only concerning aspects related to comfort and hygiene but also concerning the optimization of costs and times. The staff must know perfectly the characteristics of cleaning products to choose the best ones, optimize time and costs and preserve the surfaces on which they will be used. This figure requires knowledge of accounting and administration for budget management, main techniques of personnel management and planning and organization of work. He/she must also know the fundamentals of interior and flower design to offer guests an always welcoming and unique atmosphere.
Computer and linguistic knowledge
This professional figure requires knowledge of English (written and spoken), and general computer skills.
Personality and availability
This figure is completed and characterized by the ability to organize one's work and that of others, to group work, to problem-solving. He/she must be patient, honest, able to control and manage stress, attentive to details, and quick in handling tasks. Having creative and an excellent aesthetic taste will be an advantage. He/she must be available to work after hours and on weekends.