

**Unit HOD, Housekeeping**

Reporting To:	General Manager & Corporate Housekeeper
Functional:	Housekeeping
Scope:	Unit
Grade:	As per Unit Grades
Supervises:	Housekeeping, Laundry and Horticulture Team in Unit

Main internal contacts	General Manager
	Unit HODs
	Various Teams in Corporate Head Quarter
Main external contacts	Vendors
	Consultants
	Contractors
	Local bodies

**Main objective / Context**

To prepare ourselves for the projected growth and the foreseen changes in the Industry, create a learning organization that has the capability and agility to adapt with the times proactively.

Following points are the criteria as a leader-

1. In an asset light model that we operate, ensure that people who are our key resources, and can be the key differentiator in guest experience, do not go obsolete.
2. The role will be instrumental in equipping the people with the skills, knowledge, tools and the framework for effectively managing their areas, developing their people, having the right succession plans, tracking skills inventory, maintaining the assets and delivering services as per the design.
3. The role would have specific focus on recruitments, training, to ensure best practices as per the culture of the organisation and take appropriate corrective action to ensure compliances with FPHL policies.
4. To ensure service design assets for example art work, furniture, fixtures, fittings, soft furnishings, linen, uniforms, equipment, gardens and maintaining a waste free environment in terms of usage of consumables.
5. Focus is on people development. For example to train the staff to enhance laundry and minibar sales. To train & develop associates for the next level thereby nurturing growth from within.

## Main responsibilities & duties

- Responsible for maintaining service standards regarding cleanliness, amenities, maintenance in rooms and public areas.
- Responsible for recruitment and training in the department.
- Responsible to prepare preventive repair and maintenance schedule for rooms and public area.
- Responsible for ensuring the quality of housekeeping supplies as per standard and specifications before approving them.
- Responsible for preparing the capital & operational expenditure budget for the department.
- Responsible for maintaining process of key control.
- Responsible for duty roster for all the shifts. All departmental registers and records are strictly maintained.
- Responsible to ensure quality of linen, uniform as per corporate standards and specifications and their par stock are maintained.
- Responsible for total upkeep of potted plantation, planters and gardens with no dry area made patchy. To make sure that only fresh cut flowers are used in lobby and other key guest areas as per the International standards.
- Responsible to ensure quality laundry, dry-cleaning standards for guest, in house linen. Responsible for quality chemicals are being used in laundry to increase the life of the linen and uniforms. To make sure laundry counted and monitored.
- To provide constant on the job training to ensure career development and succession planning for subordinates. To motivate staff and to counsel subordinates in personal and work related matters.
- Responsible to ensure care for guest through anticipation of need, attention to details, feedback to job performed ensure follow up with action completed to all guest request in the defined timeline.
- Responsible for effective communication inter and intra department.
- Responsible for co-ordinate with other departments especially with:-
  - ▣ Front office and F&B for special guest request and V.I.P. amenities prioritizing room & banquets turn around & optimize their availability.
  - ▣ Engineering for preventive maintenance and breakdown.
  - ▣ Purchase department for timely procurement and adequate stocks are being maintained.
- Responsible for all contracts cleaning services for its quality, quantity within budgeted cost. For example- Pest control, chandelier cleaning, PA manpower, marble polishing, shampoo, facade cleaning & laundry.

In addition to the above mentioned duties and job functions any other assignment given by the immediate superior or the management will have to be carried out.

**Technical skills**

Business Skills	Strong organizational and time management skills. Excellent eye for detail and ability to work with the team in tight deadlines. Innovative, self-starter who is highly creative with excellent ability to develop strong and influential relationships at all levels of the organization.
Computer Skills	Advanced PC skills including Word, Excel, PowerPoint and Outlook.
Communication Skills	Demonstrated effectiveness in written and verbal communication
Business Travel	As and when required. Approximately 10% of the time.

**Education/Experience**

Education	3 years diploma or graduation with relevant training and experience in hotels.
Experience	Experience with creating a culture of practical and trainings for all operating procedures. Collaboration and teamwork, capable of compiling and analysing customer related data to guide, to make strategic planning for improvements. Mentoring down the line people working with the department for improved future customer service while maintaining brand standards.

**FPHL Leadership competencies**

STRATEGIC MINDSET	<ul style="list-style-type: none"> <li>• Demonstrates foresight</li> <li>• Demonstrates conceptual ability</li> <li>• Displays ability to sense emerging changes.</li> <li>• Spots trends and patterns and identified key issues from a mass of data/information.</li> <li>• Grasps information quickly; picks up nuances, subtleties.</li> <li>• Understand hoe his/her role impacts others in the function.</li> <li>• Displays a logical thought process in day to day operations.</li> <li>• Information from diverse sources to make effective ground level decisions.</li> <li>• Recognises implications of decisions and alternatives.</li> </ul>
CUSTOMER FOCUS	<ul style="list-style-type: none"> <li>• Can see things through the “eyes of the customers.”</li> <li>• Is aware of internal and external customer needs.</li> <li>• Has a fair understanding of the business.</li> <li>• Looks at work issues from the customers’ point of view.</li> <li>• Is always pre-occupied with delivering the value proposition of the business.</li> <li>• Displays an understanding of the existing infrastructure, processes and</li> </ul>

tools used to deliver quality products and services.

Is able to discern the various elements of the company's competitive vis a vis competition

**MAKING THINGS HAPPEN**

- Energetic, competitive, persuasive and results oriented.
- Has knowledge of internal and external resources.
- Come up with fresh ideas.
- Demonstrates a high degree of preparedness.
- Displays a good planning, organizing, prioritizing and monitoring skills.
- Displays cost consciousness and an overriding desire to get best value for money spent.
- Takes regular feedback and guidance to successfully achieve planned outcomes.
- Exhibits initiative in taking on higher responsibilities and works beyond his area.
- Contributes meaningfully to discussions involving his/her area.
- Uses mistakes as learning opportunities. Is open to feedback.
- Enhance knowledge /skills base on an ongoing basis.
- Execute all relevant compliances and documentation within prescribed schedules.

**LEADING CHANGE**

- Enthusiastic about changes
- Is imaginative
- Thinks out of the box
- Can quickly comprehend the need for the change.
- Open minded when presented with the new perspectives.
- Is comfortable with and gets used to new situations easily.
- Is able to identify and remain focuse4d to achieve desired results even in unstructured situations.
- Asks questions. Challenges and suggests alternatives and more effective ways executing tasks.
- Listens attentively. Shares appropriate information.
- Relates to people at all levels.

**PEOPLE LEADERSHIP**

- Participative, open minded and receptive
- Understands the needs/interests and attitudes of others.
- Is perceptive of non-verbal behavior.
- Is confident but not arrogant.
- Involves in the resolution of problems.
- Brings energy and direction to activities.
- Shares experiences and information with team members.
- Demonstrates commitment to the team and supports team decisions

STAKEHOLDER  
MANAGEMENT

- Understands the expectations and desires of various partners (property Owners and Owning Boards) and translates them effectively into business goals.
- Nurtures strong business partner relationships with key vendors/suppliers at a strategic level.
- Maintains a valuable network of contacts across business areas to drive and support initiative.
- Maintains a healthy and on-going professional relationship with OB representative and ensures open communication.
- Is able to safeguard company interest while managing Owner's tactfully.