

# Brighton Management, LLC

Sheraton Pasadena Hotel

## POSITION DESCRIPTION

**JOB TITLE:** Housekeeping Supervisor  
**DEPARTMENT NAME:** Housekeeping  
**REPORTS TO:** Assistant Housekeeper/Executive Housekeeper

---

### I. POSITION SUMMARY:

Provide supervisory support to room attendants, housemen, laundry attendants and other housekeeping employees. Responsible for communicating with the front desk and maintenance for daily rooms needs.

Maintain a commitment to continually enhancing a uniquely exciting atmosphere and guest experience, consistently providing friendly service, and consistently providing the highest quality value to every customer on every occasion.

### II. WORKING RELATIONSHIPS:

Reports to: Assistant Housekeeper/Executive Housekeeper  
Interfaces with: Hotel Staff/Hotel Guests/Hotel Associates/Management

### III. ESSENTIAL JOB FUNCTIONS:

- Receive daily room assignment and keys to the assigned section. Pick up daily cleaning supplies.
- Check units for vacancy using prescribed methods, clean units in detail and restock guest supplies as needed.
- Check units for missing articles or damages.
- Teach employees importance of, and how to greet guests and courteously solve guest requests.
- Assure all safety, security, OSHA, and ADA policies are adhered to.
- Assist in teaching, supervising, and mentoring multilingual and multicultural staff.
- Assistance with purchasing all necessary departmental supplies.
- Coordinate PM program with Engineering, Housekeeping, and Front Office
- Enforce amenity programs implemented by Housekeeping.
- Report any lost and found items to the Executive housekeeper.
- Ensure special needs of VIP guests.
- Maintain positive public relations and attitude with all guests and associates.
- Responsible for maintaining cleanliness and safe working practices and conditions within department at all times.
- Conduct daily room inspections.
- Other duties as assigned by management.

### V. PHYSICAL JOB REQUIREMENTS

- Extensive bending, stooping, overall flexibility and lifting weight up to 30 lbs, able to push/pull up to 100 lbs.
- Must be able to walk entire property.
- Ability to manage high levels of stress.
- Visual observation skills required.
- Ability to interact with guests and associates.

### VI. JOB QUALIFICATIONS

- Ability to function well under pressure
- Additional work experience preferred.
- Communication skills.

## **VII. SAFETY AWARENESS**

- Comply with all safety requirements and regulations as dictated.

**NOTE:** The Sheraton Pasadena Hotel functions 7 days a week, 24 hours a day. All employees must realize this fact and be aware that at times it may be necessary to move an employee from their accustomed shift as business demands. In addition, I understand that business determines the amount of hours I work, and that some weeks I may be scheduled to work less than 40 hours and other weeks I may be scheduled to work more than 40 hours per week.

Job Descriptions are subject to change at the discretion of Brighton Management, LLC.

I have read and reviewed a copy of the above job description and fully understand that violation of any of the stated responsibilities and duties may be grounds for disciplinary action.

---

Manager's Signature

Date

---

Associate's Signature

Date