POSITION: Executive Housekeeper  
REPORTS TO: Assistant General Manager

OVERALL RESPONSIBILITIES:

Responsible for ensuring efficient operations of the Housekeeping Department with a focus on maximizing cleanliness, profitability, and guest satisfaction.

JOB SUMMARY:

The Executive Housekeeper is responsible for ensuring efficient operations of the Housekeeping Department in accordance with Silverwest Hotels standards, as well as supervising the entire Housekeeping Department including rooms, front/back of house, public areas, and laundry.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Approach all encounters with guests and employees in an attentive, friendly, courteous and service oriented manner
- Maintain expenses within CPOR budget guidelines or better or payroll and room department costs
- Assign, direct, and monitor and direct all Housekeeping and Laundry personnel
- Inspect rooms and public spaces daily
- Maintain regular attendance in compliance with Silverwest Hotels standards, as required by scheduling which will vary according to the needs of the hotel
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and name tag when working (per brand standards)
- Comply at all times with Silverwest Hotels standards and regulations to encourage safe and efficient hotel operations
- Comply with certification requirements as applicable for position to include: Food Handlers, Alcohol Awareness, CPR and First Aid
- Ensure compliance with all Brand Quality Assurance standards
- Establish and maintain a key control system for the department
- Ensure lobbies, guest hallways, guest rooms and the back of the house areas are cleaned to Silverwest Hotels standards
- Complete all paperwork and closing duties prior to leave and communicating any discrepancies, scheduling change for future days, status of out of order rooms and project status, completion or extensions
- Balance and clear the room status nightly, comparing the PM Housekeeping Report with the computer's room status report and resolve all discrepancies
- Focus the Housekeeping Department on its role in contributing to the guest service scores
• Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests, managers and other employees
• Prepare employee Schedule according to the business forecast, payroll budget guidelines and productivity requirements. Submit the Schedule to the General Manager weekly
• Review Housekeeping staff’s worked hours for payroll compilation and submit to accounting on a timely basis
• Conduct monthly department meetings with housekeeping staff according to Silverwest Hotels standards
• Handle overall supervision of daily inspection for arriving V.I.P.'s, and special guests as well as requests
• Maintain standards regarding Purchase Orders, vouchering of invoices and checkbook accounting according to Silverwest Hotels S.O.P.'s
• Maintain required pars of all Housekeeping and Laundry supplies by ordering all needed supplies and amenities on a monthly/quarterly basis
• Conduct monthly and quarterly Housekeeping inventories on a timely basis
• Ensure guest privacy and security by correctly following Silverwest Hotels procedures
• Participate in required M.O.D. coverage as scheduled
• Ensure implementation of all Silverwest Hotels policies and house rules
• Train and review all "House Safety" rules and procedures with Housekeeping staff
• Prepare and conduct all Housekeeping interviews and hiring procedures according to Silverwest Hotels standards
• Ensure compliance to company and brand training using the steps to effective training according to Silverwest Hotels standards
• Motivate, coach, counsel and discipline all Housekeeping personnel according to Silverwest Hotels standards
• Conduct all annual employee performance appraisals according to Silverwest Hotels standards
• Monitor work orders and submit to Engineering department according to procedures; Follow up on Maintenance Requests to ensure completion
• Respond to all guest requests, situations, complaints and accidents presented to Housekeeping in an attentive, courteous and efficient way
• Attend weekly staff meetings and monthly all-employee meetings and provide training on a rotational basis using the steps to effective training according to Silverwest Hotels standards
• Maintain a professional working relationship and promote open lines of communication with other managers, employees and all other departments
• Respond to emergency situations using information contained in M.S.D. sheets. Keep M.S.D. sheets current and easily available
• Maintain and monitor "Lost and Found" procedures and policies according to standards
• Conduct daily morning meeting with staff
• Conduct weekly walk through with General Manager and Property Engineer
• Use the telephone and computer system for reporting and verifying room status
• Ensure valet laundry is recorded for valet cleaners. Check and review incoming laundry at end of day to ensure all items have been returned (property specific)
• Properly store, secure and issue supplies as needed to meet business demands
• Complete all reports in a timely and efficient manner as required by management
• Establish, with General Manager's approval, any additional standards as needed for the Housekeeping Department
• Review Guest Request log daily to ensure that all requests have been met, taking proactive steps to address problems before they occur
• Ensure completion of regular maintenance and cleaning projects on a biannual basis
• Operate radios efficiently and professionally in communicating with hotel staff
• Ensure the proper use of radio etiquette within the housekeeping department
• Perform any other duties as requested by the General Manager

REQUIREMENTS:

• A minimum of 5 years of progressive experience in a hotel or a related field; or a 2-year college degree and 3 or more years of related experience; or a 4-year college degree and at least 1 year of related experience
• Supervisory experience required
• Must be proficient in Windows operating systems, Company approved spreadsheets and word processing
• Long hours sometimes required. Typically a 50 hour week
• Medium work - Exerting up to 50 pounds of force occasionally, and/or 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects
• Ability to stand during entire shift
• Must be able to convey information and ideas clearly
• Must be able to evaluate and select among alternative courses of action quickly and accurately
• Must work well in stressful, high pressure situations
• Must maintain composure and objectivity under pressure
• Must be effective in handling problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary
• Must have the ability to assimilate complex information, data, etc., from disparate sources and consider, adjust or modify to meet the constraints of the particular need
• Must be effective at listening to, understanding, clarifying and resolving the concerns and issues raised by coworkers and guests
• Must be able to work with and understand financial information and data, and basic arithmetic functions

DESCRIPTION OF COMPANY:

Silverwest Hotels, LLC ("Silverwest"), is an investment and management company formed in 2014 by experienced hotel and resort executives Edward Mace and Charles Peck. Silverwest currently owns and manages a growing portfolio of hotels and developments in destinations such as Colorado, Texas, Iowa and Hawaii. The company is a joint venture that brings Silverwest Hotel Partners LLC together with the institutional management platforms and expertise of Mariner Real Estate Management, LLC ("MREM") and an affiliate of Global Endowment Management. MREM, based in Kansas City, is a real estate private equity firm focused on opportunistic investments in the commercial real estate market. Global Endowment Management, based in Charlotte, N.C., is an independent investment manager offering an
endowment-style investment program to institutional investors, family offices, individuals and other sophisticated investors.

Please note, nothing herein constitutes a solicitation to invest in any products managed by Silverwest Hotels LLC, Mariner Real Estate Management LLC or Global Endowment Management LLC.

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