

CITY & GUILDS

GLOBAL HOSPITALITY CERTIFICATION

HANDBOOK



HOUSEKEEPING
SUPERVISOR



CITY & GUILDS GLOBAL HOSPITALITY CERTIFICATION

HOUSEKEEPING SUPERVISOR



The holder of this badge has a detailed knowledge and experience in housekeeping operations. As part of their role, this individual is responsible for supervising housekeeping staff in a hotel or in a hospitality establishment with accommodation.

THIS DOCUMENT SHOULD BE READ IN CONJUNCTION WITH THE
CITY & GUILDS GLOBAL CERTIFICATION INTRODUCTION HANDBOOK

WHAT THE DIFFERENT COLOURS MEAN

Skills required: Skills required to achieve a badge are shown in black colour.

Examples: For each skill required, a range of examples are provided to illustrate how the relevant skill can be demonstrated. Examples are shown in blue colour.

Examples are a list of activities which are likely to be carried out when undertaking the role the badge relates to. The list of examples is **not** exhaustive. Individuals are **not** required to demonstrate every skill listed and there may be other relevant skills which are not listed, but can be accepted.

Definitions: Key terms, which are used to illustrate the skills required and/or the examples, are explained in light blue colour.

Housekeeping Supervisor	
	Team at supervisory level refers to team members working under the guidance of the individual holding or applying for this badge.
	CORE SKILLS
C1	Provide guest service
	Adhere to professional workplace standards
	Follow standards set by the establishment
	Make guests feel welcome
	Anticipate guest needs
	Respond to guest requests
	Escalate issues/complaints to line manager, as required
C2	Set and monitor goals and targets
	Work with line manager to set goals and targets for the team
	Communicate goals and targets to the team
	Lead the team to perform the required duties and responsibilities to achieve goals and targets
	Monitor team's performance against goals and targets
	Contribute to performance management for members of own team
C3	Supervise a team to deliver service standards
	Sets out daily activities for the team
	Conduct team briefings
	Check the grooming standard of the team on daily basis to ensure these meet professional standards and standards set by the establishment
	Oversee activities undertaken by the team to ensure that standards, including SOPs, set by the establishment are followed
	Maintain effective working relationship with the team, peers, line manager and line manager's peers
	Deliver feedback to team members, peers and line manager in a constructive and professional manner to improve service standards
	Receive feedback in a professional manner
	Recognise and celebrate positive feedback/success
C4	Solve problems and deal with pressure in own area of responsibility
	Oversee the service to spot any issues that may impact on the guest experience and provide hands on support to resolve these
	Manage guest requirements, requests, feedback and complaints within own area of responsibility
	Escalate guest requirements, requests, feedback and complaints to line manager, if necessary

C5	Contribute to the recruitment of the team
	Work with line manager to identify recruitment needs for area under own supervision
	Provide input into the recruitment and selection process, as required
C6	Train and coach the team
	Support induction for the team and new members of the department
	Assist in conducting department training sessions
	Identify training needs of the team to meet professional and establishment standards
	Coach members of the team
C7	Contribute to planning and managing resources, within budget
	Understand the key costs related to own area of responsibility
	Demonstrate a working knowledge of the efficient use of materials and consumables
	Ensure stock levels are maintained to meet business requirements
	Ensure safe and secure storage of stock
	Supervise team to ensure timely completion of tasks
	Ensure service areas are always sufficiently staffed and equipped to deliver guest experience to the required standard
C8	Identify sustainable practices within a hospitality establishment
	Describe how the following could be applied in a hospitality establishment:
	- Reducing waste
	- Recycling waste/packaging
	- Economic use of power and electricity
	- Consideration of carbon footprint: the environmental impact of getting goods to the establishment (eg food miles)
	Identify any practices which are already applied/in place in own department or the establishment

Housekeeping Supervisor	
	ROLE SPECIFIC
R1	Demonstrate an understanding of own role and the role of own department
	Explain key activities that are part of own role
	Explain key activities of own department
	Describe how different departments within the establishment work together to deliver guest service
	Explain how own department contributes to the effective running of the establishment
R2	Ensure team under own supervision delivers a housekeeping service which meets establishment standards
	Demonstrate a working knowledge of housekeeping operations
	Check the appearance of the team at the start and during service to ensure professional and establishment standards are upheld
	Ensure that the team observes guest etiquette
	Ensure sufficient stock is available for the team to undertake daily service
	Assign duties to the team
	Prioritise work activities as required by reception
	Work with the team to meet performance targets
	Ensure that the team logs maintenance issues, incidents and guest issues
	Ensure that the team follows property specific procedures for handling emergency situations (e.g. evacuations, medical emergencies, natural disasters and lost property)
R3	Inspect the work of the team to ensure it meets establishment standards
	Carry out checks on rooms and public places serviced by the team and take corrective actions if standards are not met
	Provide feedback to members of the team
R4	Work with different departments to deliver guest service
	Work with colleagues in other departments to deliver guest service
	Support the work of other departments, in line with the requirements of the establishment
	Work with front of house to ensure rooms are ready for guests on arrivals
	Manage guest requests which have been escalated by other departments
	Record and resolve any incidents related to housekeeping
	Log and resolve maintenance issues
R5	Control housekeeping supplies
	Take periodic inventories of housekeeping stock and equipment
	Monitor and control housekeeping resources against budget
	Notify line manager of the need for replacement stock

R6	Maintain full compliance with legislation, health and safety requirements and by-laws related to own area of responsibility
	Demonstrate a working knowledge of current industry, legislative and company requirements and regulations related to own area of responsibility
	Check that the team completes all mandatory training
	Inform the team of changes to requirements which are relevant to housekeeping operations
	Oversee housekeeping service within own area of responsibility to spot any non-compliance issues and take corrective action or escalate these to line manager, as required
R7	Demonstrate a working knowledge of technology, appropriate for own role
	Use digital communication technology to carry out role, for example emails, handheld device and/or software and social media

Housekeeping Supervisor	
	PROFESSIONAL DEVELOPMENT
P1	<p>Have an understanding of career pathways within the hospitality industry, including progression opportunities for current role</p> <p>Describe the structure of the establishment</p> <p>Describe the structure of the department</p> <p>Identify career opportunities within the hospitality industry</p> <p>Describe opportunities to progress from current role (ie next steps)</p>
P2	<p>Undertake a range of training or learning activities to acquire new or update existing skills and knowledge</p> <p>Identify training or learning needs specific to own role</p> <p>Participate in training or learning activities</p> <p>Provide evidence of training or learning undertaken</p> <p>Training or learning activities refers to on-the-job training, workshops, seminars, conferences, courses, competitions and mentoring.</p> <p>Training or learning needs refers to the development of skills and knowledge related to hospitality which may include:</p> <ul style="list-style-type: none"> - Product knowledge - Understanding of new developments, trends, IT systems and equipment - Changes to legal or industry regulations such as health and safety and food safety - Changes to establishment standards - Development of soft skills such as communication and teamwork.
P3	<p>Apply knowledge/skills gained from training or learning activities to improve working practice and evaluate outcome</p> <p>Identify opportunities to apply new knowledge/skills learnt</p> <p>Describe how new knowledge/skills learnt have been put into practice:</p> <ul style="list-style-type: none"> - Changes made when operating in own role - Impact of the changes on own work - Impact of the changes on the work of the team