

JOB DESCRIPTION

Position: Housekeeping Manager / Executive Housekeeper

Department: Housekeeping

Reports to: Management

1. Main Purpose of the Position

To ensure the maintenance, cleanliness, hygiene and proper preparation of the SENIOR apartments, hotel apartments, guest rooms and common areas, including cellars/storage areas, in accordance with the standards of a 3-star hotel, the requirements of the CCNT (Swiss hospitality collective labour agreement), and all applicable hygiene and safety regulations.

To ensure an optimal guest experience while efficiently managing the human, material and financial resources of the Housekeeping Department.

2. Main Responsibilities

2.1. Operational Management

Organization, coordination and supervision of cleaning operations for:

- Senior apartments
- Hotel apartments
- Guest rooms
- Common areas
- Cellars and ancillary areas

Quality control of cleaning services carried out by:

- The internal housekeeping team
- The external service provider (EnzlerH-Pro)
- Periodic inspection of apartments and rooms before they are made available to guests
- Daily management of priorities, including departures, arrivals, emergencies and specific requests

2.2. Staff Management

- Planning staff schedules and monitoring working hours in accordance with the CCNT
- Allocation of tasks and organization of the teams
- Supervision, training and evaluation of employees in coordination with Management
- Participation in the recruitment process together with Management
- Ensuring compliance with work instructions and safety regulations

2.3. Stock Management and Procurement

Management of stocks and supplies, including:

- Cleaning products
- Guest amenities
- Consumables
- Cleaning and maintenance equipment
- Crockery and kitchenware for apartments and rooms
- Management of linen stocks and deliveries from the external laundry provider (Edelgia)
- Ordering supplies and maintaining relationships with suppliers, while ensuring reliable long-term availability
- Cost optimization and waste reduction

2.4. Interdepartmental Coordination

Close collaboration with:

- Reception (priorities, check-in/check-out, guest requests)
- Technical/Maintenance Department (damage, maintenance and repairs)
- Management
- Ensuring effective communication of important information between departments
- Participation in management meetings

2.5. Administrative Duties

- Preparation and regular updating of inventories and reports for Management
- Preparation and regular updating of apartment and room inventories
- Development and updating of internal procedures for the Housekeeping Department
- Submission of internal billing related to Senior or private housekeeping services
- Filing and archiving of documents related to the Housekeeping Department