



Tolowa Dee-ni' Nation/Lucky 7 Casino Enterprises



Position Description

Title: Hotel Supervisor	Department: (102) Guest Services
Class: Skilled	FLSA: Non-Exempt
Status: Full Time	Pay Grade: VIII
Supervisor: Hospitality Manager	Subordinates: Hotel Staff
Effective Date: T.C. Approved 4/27/2023	

Position Summary:

Oversee the functions of the hotel, Front Office, and Housekeeping staff. Be aware of all emergency procedures and policies to assist the guests in all situations. Responsible for administering and coordinating all Housekeeping functions and Front Office functions when needed. Days off will be weekdays, unless business or situations arise that may require schedule changes. Early or late work arrival times will be necessary when business dictates.

Essential Duties and Responsibilities:

- Maintain positive guest relations at all times.
- Resolve guest complaints, ensuring guest satisfaction.
- Carry an active radio to maintain contact with Front Office and Housekeeping staff.
- Inspect Room Housekeepers' work performance daily to ensure that standards and productivity levels are being met and maintained.
- Create and work from daily job lists, i.e., room status lists, arrivals, and departure lists, etc. for housekeeping team and oversee that daily assignments of duties are completed as directed.
- Report on progress of all out-of-order rooms that pertain to housekeeping reason to the Hospitality Manager, according to standards.
- Note any damage to guest rooms / hotel and report any missing items. Initiate work orders for repairs and maintenance and follow up with completion.
- Review the daily business levels. Anticipate critical situations and plan effective solutions to best resolve them.
- Assist Manager with weekly work schedules in accordance with staffing guidelines and labor forecasts as requested.
- Constantly monitor staff performance in all phases of service and job functions. Rectify any deficiencies with respective personnel to include hotel staff.
- Monitor communication logs and ensure that guests' requests are followed up within specified times by hotel guidelines.
- Oversee the closing of each floor at the end of the day.
- Inventory and order cleaning and bedding supplies.
- Monitor cleanliness and orderliness of housekeeper's carts, linen closets, control closets, stairways, and landings.
- Handle items for "Lost and Found" according to prescribed standards.
- Maintain key control.

- Assist Manager in overseeing all hotel employees are working and completing tasks.
- Temporary or permanent duties and responsibilities may be added to or modified as deemed necessary.

Supervisory Responsibilities:

- Exercise the full range of supervisory duties in the absence of the Hospitality Manager. Develop work schedules, personally discuss the progress of work and problem areas as they arise. Recommend employee training. Resolve complaints or minor grievances and advise employees on matters related to less than adequate performance. Keep employees informed of goals for the Howonquet Lodge.
- Perform supervisory functions, including but is not limited to staffing, schedules, performance evaluations, leave requests and recommended training.
- Maintain all assigned records and reports in accordance with department regulations in a timely and accurate manner.

Minimum Qualifications:

- Associates degree, or two to four years related experience and/or training, or equivalent combination of education and experience.
- One year of supervisory or management experience
- Premise and liability accountability and contract management service experience is desirable.
- Knowledge in basic computer skills
- Must be 21 years of age.
- Qualified American Indian Preference applies.

Language Skills:

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Able to write routine reports, correspondence.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations:

- Must possess and maintain a valid, state-issued driver's license, and submit a Department of Motor Vehicles (DMV) driving history.
- Must be able to pass extensive background investigation.

Physical Demands:

The physical demands described here are representative of those that must be met by an

employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand walk and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, climb or balance, stoop, kneel, couch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 30 lbs.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Color vision (ability to identify and distinguish colors).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to Adjust focus (ability to adjust the eye to bring an object into sharp focus).

Work Environment:

While performing the duties of this job, the employee is regularly exposed to cigarette smoke. Moderate noise (Examples: business office with computers and printer, light traffic).

Drug Free Work Environment:

The Tolowa Dee-ni' Nation / Lucky 7 Casino Enterprises is committed to providing a drug free alcohol free work environment. In keeping with this commitment, an employee may be drug tested anytime.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____