

Position :	Room Service Supervisor	Department :	F & B / Operations
Reporting to :	Room Service Manager	Replaces:	Room Service Manager
Responsible for :	Management of Room Service during the shifts allocated	Replaced by:	Room Service Waiter

KEY RESULT AREAS	OBJECTIVES	MAIN TASKS
<ul style="list-style-type: none"> • ORGANISATION • CLEANLINESS AND TIDINESS • VIPS • CONTROL / ORDERING OF GOODS • EMPLOYEES 	<ul style="list-style-type: none"> • Ensuring a smooth sequence during the shifts allocated 	<ul style="list-style-type: none"> • Organise and motivate staff to ensure guest satisfaction and that the economic performance of the department is guaranteed. • Supervise and check the Mise-en-place, as well as cleanliness and good order • Ensure that sufficient 'Operating Equipment' is available. • Obtain information daily on the occupancy of the hotel and the activities in the hotel. • Check VIP set ups and complimentary bars. • Check the cleaning and maintenance of all equipment. • Supervise correct ordering of all goods required and their correct storage. • Ensure that the drinks orders are collected in good time. • Supervise and monitor the external appearance of staff. • Provide information to the R / S Manager on the performance of the employees on his shift.

PREREQUISITS:	<ul style="list-style-type: none"> • Comply with all Hilton International company policies. • Comply with all systems and procedures as laid down by the DO, GM. • The management reserves the right to change/extend this statement if necessary at any point of time during her/his employment. • The holder of this statement can be asked to take on other tasks in addition of the ones stated, in a reasonable framework.
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READ & AGREED :	_____	_____
	DATE	SIGNATURE



JOB PROFILE

