

Executive Housekeeper – Fairfield by Marriott Warrensburg

Are you a current or prospective hospitality industry employee looking for a positive culture, competitive compensation and benefits, a beautiful hotel and a caring and supportive management team? The platinum-award winning Fairfield by Marriott Warrensburg is accepting applications for Executive Housekeeper. Our beautiful property opened in August 2017 and finished 2018 ranked #5 out of over 900 Fairfield's in North America. A strong work ethic, positive attitude and commitment to working as part of a great team are necessary for success; prior hotel experience is a plus but not a requirement. Thanks for your interest in joining us!

Who we are

TS2 Hospitality (www.ts2hospitality.com) is part of Ehrhardt Properties, a family-owned, Missouri-based company with over 30 franchised hotels in Missouri, Illinois, Kansas and Oklahoma and a brand portfolio including Marriott, Hilton, IHG, Choice, and Wyndham. TS2 includes our platinum-award winning Fairfield By Marriott in Warrensburg MO (opened 2017), the Holiday Inn Express Olathe West (opening summer 2019) and Four Points by Sheraton Olathe (opening fall 2020). Our hands-on ownership team combines decades of hotel management experience with a commitment to serving our employees, delivering excellent guest experiences and a positive and engaged culture.

Our mission: TO SERVE...Our guests, our community, and each other.

Our vision: To be the **first choice** and **return choice** for lodging in our area; to be the **best employer** in our area; and to develop and maintain our reputation as a **great community partner**.

Our values:

- We have a servant's attitude.
- We believe in honesty above all, to all.
- We seek first to understand each other.
- We do everything with energy and passion.
- We believe that the whole is greater than the sum of the parts.
- We are award winning hotels.
- We have fun!

We are proud to serve the Warrensburg community as an equal opportunity employer and are committed to a policy of non-discrimination in employment on any basis including race, color, age, sex, religion, handicap or national origin.

Job summary

The executive housekeeper is responsible for ensuring complete guest satisfaction, particularly relating to the overall cleanliness of the property. The executive housekeeper is responsible for selecting and training a motivated, helpful, friendly and efficient housekeeping staff and plays a key role in developing and maintaining the company culture of service excellence. Major responsibilities include exceeding guest expectations for hotel cleanliness and maintenance; hiring, training, leading and supervising the housekeeping staff; responding to guest requests and needs; maintaining inventory and cost controls; and assisting in preventative maintenance initiatives.

Duties and responsibilities

- Promote company culture centered around company mission, vision and values.
- Recruit, hire and train a team of housekeeping associates who are properly trained in all aspects of housekeeping responsibilities including cleaning, preventative maintenance, safety and security procedures and basic guest service skills.
- Ensure hotel and staff consistently exceed Marriott quality assurance standards and guest service expectations and achieve excellent guest satisfaction metrics, particularly in housekeeping-related areas.
- Promote effective collaboration and communication between housekeeping staff and other department managers and associates.
- Manage professional development of housekeeping staff, reward excellence, promptly address employee issues and administer personnel policies fairly and consistently.
- Plan work schedules and cleaning assignments to ensure rooms and public spaces are cleaned in a timely and efficient manner with minimal disruption to guests.
- Work closely with maintenance team to identify and address maintenance issues and perform regular deep cleaning and preventative maintenance.
- Lead monthly quality assurance inspections of guest rooms and public areas.
- Demonstrate a personal commitment to guest service by anticipating and promptly addressing guest needs.
- Review and act on customer feedback including compliments and complaints.
- Empower, encourage and train housekeeping staff to anticipate and respond to guest needs either directly or through collaboration with other departments as appropriate.
- Work closely with general manager to manage the financial performance of the housekeeping department.

Qualifications and requirements

- Passionate about interacting with people and serving others.
- Excellent communication, motivational and leadership skills.
- Strong organizational skills and attention to detail.
- Flexible schedule (evening, weekend and holiday availability are required).
- Able to handle stressful situations and solve problems in a calm, professional manner.
- Physically able to perform all housekeeping responsibilities including but not limited to bending, stooping, kneeling, reaching, pushing a cart loaded with housekeeping supplies, and lifting trash, mattresses and other objects/containers weighing up to 50 pounds.
- Previous housekeeping management experience preferred.



Compensation and benefits

- Competitive salary based on experience and qualifications
- Shared health, vision and dental insurance plans
- Paid vacation
- 401(k) plan with employer match and profit-sharing bonus plan
- Performance-based bonus plan
- Employee referral bonus plan
- Tuition reimbursement plan
- Annual compensation reviews