

Essential Skills Summary – HOUSEKEEPING SUPERVISOR (HOUSEKEEPING SHIFT MANAGER)

The most important Essential Skills for Housekeeping Supervisors are:
Oral Communication, Document Use, Computer Use

Housekeeping Supervisors oversee the deployment and performance of casino housekeeping staff. They keep employment records, maintain an inventory of materials and respond to requests for service from all departments.

Typical Level & Most Complex	How Housekeeping Supervisors use Essential Skills
A. READING TEXT	
1-2 3	Housekeeping Supervisors communicate with other shifts and departments through logs, memos and e-mail. They read and interpret procedures manuals and Material Safety Data Sheets (MSDS).
B. USE OF DOCUMENTS	
1-2 3	Housekeeping Supervisors adjust the daily schedule, adapting to last minute changes; maintain logs, write reports for manager, Incident Reports; process purchase requests.
C. WRITING	
1-2 3	Housekeeping Supervisors write drafts of employee evaluations, maintain a daily log. They write Incident Reports and communicate by e-mail.
D. NUMERACY	
1-2	Housekeeping Supervisors maintain supplies for the department, estimating needs and controlling the use of standing purchase orders. They prepare the payroll daily.
E. ORAL COMMUNICATION	
1-3	Housekeeping Supervisors talk with their staff to address performance issues; conduct pre-shift meetings; connect with other departments; address customer complaints.
F. THINKING SKILLS	
1-3	Housekeeping Supervisors juggle the schedule every day and make staffing decisions. They deal with customers' complaints.
G. WORKING WITH OTHERS	
	Housekeeping Supervisors circulate constantly, keeping in touch with staff deployed in all parts of the building. They emphasize fairness in the rotation of staff to the different areas.
H. COMPUTER USE	
3	Housekeeping Supervisors use a computer daily to send and receive e-mails, to print out schedules and to maintain their inventory. They create their own documents for use in the department.
I. CONTINUOUS LEARNING	
	Housekeeping Supervisors are trained in the basic use of computers and attend seminars to hone their supervisory skills.
J. OTHER INFORMATION	
	Housekeeping Supervisors are on their feet, are capable of filling in to work at light cleaning duties. They need manual dexterity for keyboarding. They are approachable and understanding.