

Director of Housekeeping

Division: Rooms | Department: Housekeeping | Job Family: Operations Leadership

JD Ref: JD-HK-001

Grade: Band 5 — Department Head

Effective: 01 Jan 2026

Rev: 01

1. Job Summary

The Director of Housekeeping is accountable for the cleanliness, presentation, and guest-room experience across the entire property, in line with Forbes Five-Star and LQA benchmark standards. This role owns the department's SOPs, staffing structure, quality audit process, and budget, and acts as the standard-bearer for the guest experience delivered behind every room door.

2. Key Responsibilities

Operational Standards

- Own and maintain the department's full SOP library, ensuring every procedure reflects current Forbes/LQA standards.
- Conduct or delegate weekly quality audits across guest rooms, public areas, and back-of-house.
- Investigate recurring quality deviations and lead root-cause corrective action.

People & Performance

- Lead recruitment, onboarding, and certification for all Housekeeping roles in partnership with HR.
- Set individual and team KPIs; conduct quarterly performance reviews for direct reports.
- Approve the department's training calendar and ensure certification currency across the team.

Planning & Budget

- Own the department's annual operating budget, including labor, linen, and amenity costs.
- Forecast staffing and par-stock levels against occupancy projections.
- Report monthly on cost-per-occupied-room and quality-audit performance to the General Manager.

Cross-Functional Coordination

- Coordinate with Front Office on VIP arrivals, special requests, and room-readiness timing.
- Coordinate with Engineering on maintenance escalation and out-of-order room turnaround.
- Represent Housekeeping in weekly Rooms Division and monthly Executive Committee meetings.

3. Qualifications & Experience

- Bachelor's degree in Hospitality Management or related field; equivalent experience considered.
- Minimum 8 years' progressive Housekeeping experience, including 3+ years at supervisory/manager level — luxury or five-star property required.
- Prior experience with Forbes Travel Guide or LQA-audited properties strongly preferred.
- Fluent in Arabic and English (bilingual written and verbal required).
- Working knowledge of PMS systems (Opera or equivalent) and inventory/par management.

4. Core Competencies

Leadership:

Sets clear standards, coaches consistently, and holds the team accountable without micromanaging.

Attention to Detail:

Notifies the deviation others miss; treats consistency as a discipline, not an inspection event.

Guest Empathy:

Anticipates guest needs from a preference profile, not just a checklist.

Financial Acumen:

Manages departmental cost per occupied room without compromising the quality standard.

5. Reporting Relationships

Reports to: Rooms Division Manager

Direct reports: Assistant Director of Housekeeping, Floor Supervisors (4), Laundry Manager, Public Area Supervisor

Team size: Approximately 45 (across Room Attendants, Public Area, and Laundry)

6. Key Performance Indicators

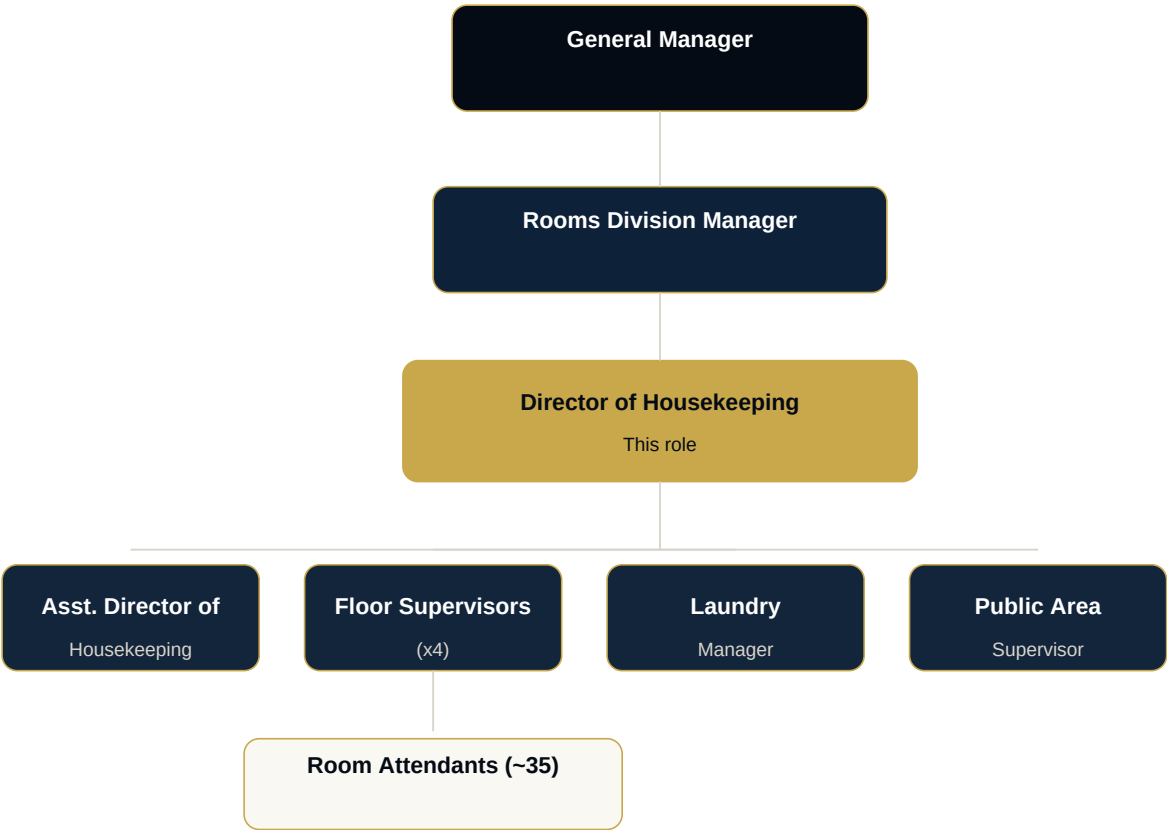
- LQA / Forbes room-inspection score — target 95%+
- Guest satisfaction score (room cleanliness category) — target top-quartile against comp set
- SOP audit compliance rate — target 98%+
- Departmental cost per occupied room — within approved budget variance

7. Sign-Off

Prepared by — Director of Human Resources

Approved by — General Manager

Housekeeping Department — Organizational Chart



 Role documented in the accompanying Job Description (JD-HK-001)