

## Cleaning Supervisor

**DIB Club** is a large landscaped pool surrounded by shaded lounges and three urban football pitches on Koh Pich (Diamond Island). A cocktail bar and an open-air restaurant serves Cambodian and Western cuisine. It is a friends and families place during the day, a cool nightlife destination after sunset, also hosting private events and parties. Maads operates the DIB Club.

### Summary

The cleaning supervisor oversees the work of the cleaning team and ensures that the club's public areas are cleaned adhering to the set standards. S/he also ensures maximum guest satisfaction.

### Detailed Responsibilities

#### Leadership

- Lead and motivate the members of your team.
- Schedule shifts and organize replacements when required.
- Train newcomers and monitor their performance.
- Monitor the team development; recommend promotions, transfers or disciplinary actions.
- Provide on-the-job training to all cleaners.

#### Customer Service

- Greet and be courteous to all guests.
- Offer assistance and always greet the guests with a warm smile.
- Ensure the guest feels taken care of and welcome.
- Be attentive when colleagues and guests require assistance.
- Attend to guest requests and complaints and take corrective action.

#### Operations

- Cleaning operations
  - Prepare and assign the cleaners tasks daily.
  - Ensure that the standards of cleanliness are met in all areas at all times.
  - At the end of their shift, collect cleaners' material.
  - Organize and assign work to the evening/night cleaning team.
- Stock Management
  - Keep control of all cleaning supplies stocks, conduct inventories.
  - Make sure storage of supplies is adequate to avoid shortages or spoilage.
  - Issue cleaning supplies and equipment to the cleaning team as needed.
  - Reorder equipment and supplies when necessary.
- Communication
  - Report and follow up on repair and maintenance with Maintenance department.



**DIB CLUB**  
PHNOM PENH

- Reporting
  - Prepare supervisor's report with all outstanding issues and outstanding maintenance work.
  - Report and turn over any items left by guests to the Lost & Found department.
  - Report accidents, injuries and unsafe work conditions to supervisors.
  - Report on negative guest comment to Management.

#### **General**

- Have complete knowledge of the club's policies (fire, security, handbook, etc.).
- Have complete knowledge of the club's quality and service standards, departmental procedures.
- Attend all training sessions scheduled by the management.
- Always keep a very good and professional attitude towards all colleagues.
- Maintain excellent grooming standard at all times.
- Report accidents, injuries and unsafe work conditions to supervisors.
- Occasionally perform other duties and assist with special projects as assigned.

#### **PROFILE**

- Good knowledge of housekeeping and cleaning service.
- Detail orientated
- Dedicated, motivated and honest.
- Have good problem solving skills and excellent leadership skills
- Be able to work in a team, flexible hours and weekends.
- Good spoken English knowledge.

#### **CONDITIONS**

Working hours: as per weekly schedule, 8 hours work per day, 6 days per week.

Salary & Benefits: will be discussed during the interview.

Closing date: 26 January 2020

Please send your CV and Cover letter to: [gm@dibclub.asia](mailto:gm@dibclub.asia)

[www.maads.asia/dibclub](http://www.maads.asia/dibclub)

Please note only locally present Cambodian nationals and shortlisted candidates will be contacted.