

Hospitality and Tourism  
General Supervisor – MQF Level 4

**National Occupational Standards**

**Sector:** Hospitality and Tourism - Housekeeping

**Occupation:** General Supervisor

**MQF Level:** 4

**Units:**

- GSUP401: Health, safety and security requirements at the workplace
- GSUP402: Preparation of materials and equipment for the monitoring of guest rooms / public areas / back of house cleaning standards
- GSUP403: Procedures for checking of guest rooms/ public area and back of house area cleaning
- GSUP404: Customer service
- GSUP405: Post service procedures
- GSUP406: Work Ethics

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**GSUP401: Health, safety and security requirements at the workplace**

This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with health, safety and security requirements. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to follow health, safety and security procedures which ensure that their actions do not create health, safety and security risks to self, others or their property and belongings.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Follow and ensure that health, safety and security regulations for preparing, disposing or cleaning and storing of materials (inclusive of linen and uniforms), equipment and products.
2. Ensure that tools, machines, equipment, materials (inclusive of linen and uniforms) and products are used in an appropriate manner to prevent damage to themselves and others, to the building, (and its furnishings) and to guest belongings.
3. Carry out safe working practices and promote their application, according to the workplace health, safety and security regulations.
4. Apply and ensure that hazards, security threats and injuries within one's section (rooms/public and back of house areas) are dealt with in accordance to organisational procedures.

**Required Knowledge**

The level 4 general supervisor must know, demonstrate and explain:

1. The role and responsibilities of themselves and of others within their team in accordance to the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007.
2. The different types of hazards found at work especially the ones caused inadvertently by team members (eg: Chemicals found in trolleys which are left unattended in corridors/public areas). Identify ways how these can be minimised if not totally eliminated.
3. The value of risk assessment and the process to use when conducting one in different working areas (rooms/public areas/back of house areas inclusive of linen/laundry rooms).
4. Evacuation procedures.
5. Knowledge of basic first aid and persons to contact internally in case of requirement.
6. The importance of personal health and hygiene practices in facilitating one's 'modelling' (leading by example) role.

**Required Skills**

The level 4 general supervisor must be able to:

1. Comply with duties and obligations defined in the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007.
2. Work according to Health, Safety and security regulations indicated at the place of work at all times.
3. Identify and report any hazards or hazardous materials found at the workplace.
4. Ensure the safe use, disposal/ maintenance, and storage of materials, tools and equipment.
5. Follow indicated procedures for lost property immediately.
6. Seek senior member's assistance when faced with a situation which falls outside one's responsibility.
7. Follow emergency procedures when required.
8. Recognise suspicious situations and alert senior member of staff immediately. Use the appropriate protective clothing where applicable
9. Recognize any hazards or hazardous materials at the workplace.

**GSUP402: Preparation of materials and equipment for the monitoring of guest rooms/  
public areas/ back of house cleaning standards**

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to the preparation of checking guest rooms/public areas/back of house cleaning standards. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to prepare and equip oneself with all that is needed to a) check guest rooms/public area/back of house cleaning standards as well as b) to ensure the adequate provision of linen/laundry internal requirements.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Prepare cleaning reports and distribution of the work for all the room attendants (and linen attendants when applicable).
2. Prepare the documentation indicating sections of rooms/public areas/back of house allocated for checking.
3. Prepare telecommunication device for ongoing liaison with Front Office, Maintenance and Housekeeping Office respectively.
4. Prepare room access tools or equipment (eg: key cards) to use.
5. Update oneself (and remind members of team if required), with challenges/priorities/special requests of the day (especially if out on leave in previous days).
6. Ensure that before the room attendants go up to one's floor/public areas/back of house areas, they take up with them required materials for the day.
7. Organise distribution of additional materials if still required.
8. Retain open positive communication with front office personnel.

**Required Knowledge**

The level 4 general supervisor must know, demonstrate and explain:

1. The purpose of each document issued for the organisation of cleaning and the provision of linen and uniforms.
2. How to compile each housekeeping report.
3. How to allocate daily work to all cleaning/linen attendant staff.
4. What items (including minimum and maximum quantities) should be stored within panel/laundry rooms/trolleys respectively.
5. How to care for and use machineries safely.
6. How to store chemicals/equipment safely.

**Required Skills**

The level 4 general supervisor must be able to:

1. Plan and process daily cleaning reports for both cleaning staff and supervising staff.
2. Carry out morning briefing for all cleaning/linen attendant staff.
3. Motivate team members.
4. Use telecommunication devices to remain in ongoing contact with internal and external departments.
5. Ensure that room attendants' trolleys are organised and contain all materials and tools needed to carry out guest room/public area and back of house cleaning.

**GSUP403: Procedures for checking of guest room/ public area and back of house area cleaning**

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to checking of guest room/public area and back of house area cleaning. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to check guest rooms prior to the arrival of guests as well as general public and back of house areas for the perusal of all guests and staff respectively.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. If requested, determine whether 'soiled' areas (whether rooms/public or back of house areas), can be cleaned by regular or periodic cleaning and instruct accordingly.
2. Check that each guest room/public area/back of house area is left clean and where applicable, is replenished with all amenities according to internal standards.
3. Check that all arrival rooms/conference rooms/public toilets/staff showers are left free from trace of previous occupiers.
4. Follow up any report of lost property immediately.
5. Follow up any rooms requesting 'no service' or 'do not disturb' and highlight its frequency to immediate superior.
6. Provide ongoing recording (in accordance to internal practices) of checked rooms/public areas (where required). If some rooms are found to require additional cleaning these need to be highlighted to individual room attendant and re-checked accordingly.

**Required Knowledge**

The Level 4 general supervisor must know, demonstrate and explain:

1. Cleaning standards for different type of cleaning areas.
2. Maintenance reporting procedures for minor and major repairs.
3. Checking requirements for different types of hotel areas.
4. The strengths and limitations of each of their team members.
5. What motivates each member of their team to work more effectively.
6. Different types of leadership styles and how these may be applied to one's line of work.
7. The significance of cleaning frequency schedules and how these can impact 'extra work' allocation of the day.
8. The reporting procedure of any reported missing/ damaged items from the rooms.

**Required Skills**

The level 4 general supervisor must be able to :

1. Multi-task (Whilst checking cleaning areas, Supervisors need to deal with guest/staff/office queries. These require competency at structured checking practices.)
2. Retain a positive approach even when facing ongoing challenges.
3. Be quick at effective problem solving and prioritising. eg: organise support when room attendants fall behind due to unexpected workloads.
4. Evaluate the general cleanliness of pertaining section and take corrective action where necessary.
5. Follow up any 'no service' or 'do not disturb' rooms and reallocate where necessary.
6. Ensure that 'extra work' of the day is carried out by all.
7. Review staff performance and provide feedback in an encouraging way.

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**GSUP404: Customer service**

This unit lists the knowledge and skills needed by a person holding this position to perform customer service ensuring a positive customer experience. Upon completion of the unit, the persons carrying out this work will be able to apply and encourage effective customer service.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Communicate orally using a good level of communicative English.
2. Ensure that general cleaning expectations are not only met but also exceeded. If room attendants miss certain details these are to be corrected by the floor supervisor and listed down as areas for further development of individual team members.
3. Where possible, encourage team members' efforts to try and meet guest additional requests.
4. Promote the respect for guest belongings and privacy at all times.
5. Address complaints and requests promptly and professionally to ensure a positive client experience throughout their stay at the hotel.

**Required Knowledge**

The level 4 general supervisor must know, demonstrate and explain:

1. How to deal with difficult guests and difficult team members.
2. The benefits of speaking different languages when interacting with guests and team members of various nationalities.
3. How to exceed customer expectations in guest room/public area cleaning and remain in line with internal procedures.
4. The internal procedures and level of authorisation requirement for 'complimentaries' especially with returning guests or guests who have sustained some sort of inconvenience.
5. Guest laundry/linen procedures (inclusive of billing aspects).
6. Use of TV and AC and relevant machineries (laundry room).
7. Information and replenishment of mini bar service.
8. Information about in-house facilities, activities and entertainment programmes.

**Required Skills**

The level 4 general supervisor must be able to:

1. Handle customer/team members' complaints in an effective way.
2. Speak English fluently.
3. Be collaborative and encourage collaboration between team members at all times.
4. Encourage team members' to try and meet guest additional requests and to seek assistance if required.
5. Recognise appropriate situations to suggest complimentary items (eg: room attendant missed room cleaning or broke something by mistake).
6. Intervene in interaction with guests when room attendant shows need for/requests intervention.

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**GSUP405: Post service procedures**

This unit lists the knowledge and skills needed by a person holding this position to carry out checking of post service cleaning and clearing of materials, tools and equipment. Upon completion of the unit, the persons carrying out this work will be able to identify and apply the correct procedures to ensure that all post service procedures are carried out effectively.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Ensure that all service areas/panel/laundry rooms and corridors are cleared and free from debris.
2. Ensure that all staff has satisfactorily completed all tasks set.
3. Deal with any areas of concern right away.
4. Collate handover for next shift.
5. Be open to suggestions from team member on how cleaning service can be enhanced.

**Required Knowledge**

The level 4 general supervisor must know, demonstrate and explain:

1. The implications of an unorganized and ill kept panel room on the daily cleaning service as well as on the members of the team respectively.
2. The internal procedure (and frequency) for the preventive maintenance of cleaning equipment.
3. Basic risk assessment considerations.
4. Minimum and maximum PAR levels for linen/guest supplies and general stock levels required for cleaning.
5. Additionally, a supervisor should know the internal procedure for the conducting of all types stock-taking.
6. The internal procedure for processing of data related to completed and uncompleted cleaning tasks and the issuing (as required) of relative daily reports.

**Required Skills**

The level 4 general supervisor must be able to:

1. Ensure that all staff has satisfactorily completed all tasks set.
2. Encourage team members to keep their panel rooms and trolleys clean and well organized at all times.
3. Ensure that tools and equipment are stored safely and in accordance to internal health and safety procedures.
4. Monitor overall stock par levels and prevent shortage of linen/uniforms and supplies.
5. Carry out a stock-take procedure when required in accordance to internal practices.
6. Process and issue when required end of day reports.
7. Complete handover procedure as per internal practices. Be open to suggestions from team members on how overall cleaning service can be enhanced.
8. Liaise effectively (both within and outside the department) as required.

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**GSUP406: Work Ethics**

This unit lists the knowledge and skills needed by a person holding this position to carry out work in an ethical and professional manner. This unit covers work ethics in relation to interaction with guests, team members and colleagues alike.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Maintain a professional and courteous attitude with customers and team members at all times.
2. Maintain a harmonious working environment with team members and with colleagues within and outside the housekeeping department.
3. Respect work obligations and limitations of self and one's team members.
4. Lead and motivate a team of diverse people whilst conducting one's own role.
5. Deal with difficult or unexpected situations in a professional manner and intervene in support of a member of staff when required.

**Required Knowledge**

The level 4 general supervisor must know, demonstrate and explain:

1. What constitutes a positive and harmonious work culture and the overall benefits of applying such a strategy.
2. How the role of supervisor can facilitate or hinder this positive 'work culture'.
3. The significance of discretion and confidentiality when dealing with guest and team members' issues.
4. In house practices which support diversity at work.
5. The impact of unethical behaviour on customers, team members and organisation alike.

**Required Skills**

The level 4 general supervisor must be able to:

1. Recognise poor team work and devise a plan to address this.
2. Remain objective even when issue affects oneself.
3. Show integrity and empathy when necessitated.
4. Ensure that no forms of discrimination and favouritism are perceived by team members.
5. Ensure that acquired information from guests or team members are not shared inappropriately.
6. Respect work obligations and limitations of self and one's team members.
7. Deal with difficult or unexpected situations in a professional manner and intervene in support of staff when required.