

Job Title: Housekeeping Supervisor

Location: Marriott Swansea Hotel

Company: Marriott International

Job Type: Full-Time (40 hours/week)

Pay: £13.50 per hour

About Marriot Hotel

Marriott International is a globally recognized leader in the hospitality industry, offering exceptional service, luxurious accommodations, and memorable experiences in over 7,000 properties worldwide. At Marriott Swansea Hotel, our commitment to quality, teamwork, and innovation ensures every guest feels welcome and valued.

We're seeking a dedicated Housekeeping Supervisor to join our Swansea team and play a key role in maintaining the high standards that make Marriott a trusted name in hospitality.

Responsibilities

As a Housekeeping Supervisor, you'll:

- Lead and oversee the housekeeping team to ensure cleanliness and organization throughout the hotel.
- Conduct inspections of guest rooms, public areas, and back-of-house spaces to uphold Marriott's quality standards.
- Train, mentor, and support team members to maintain operational excellence.
- Manage inventory, including ordering and monitoring cleaning supplies.
- Address guest concerns and ensure prompt resolution to maintain high satisfaction levels.
- Collaborate with other departments to ensure smooth day-to-day operations.

What We're Looking For

We're seeking candidates who:

- Have strong leadership and team management skills.
- Are passionate about delivering exceptional guest experiences.
- Demonstrate attention to detail and excellent organizational abilities.
- Have knowledge of health and safety regulations in hospitality.
- Are reliable, proactive, and able to work flexibly, including weekends and holidays.

- Previous experience in housekeeping or a similar supervisory role is essential.

Skills:

- **Team Leadership:** Ability to motivate and manage a team effectively.
- **Communication Skills:** Strong interpersonal and written communication to liaise with staff and guests.
- **Problem-Solving:** Quick and effective resolution of guest and operational issues.
- **Operational Knowledge:** Familiarity with housekeeping equipment, procedures, and supplies.

Benefits

- Competitive pay of £13.50 per hour.
- Opportunities for career development and growth within the Marriott brand.
- Employee discounts on hotel stays, dining, and other services.
- Comprehensive training and support from a world-renowned hospitality leader.
- A dynamic, inclusive, and supportive work environment.

Join Marriott Swansea Hotel and become part of a global family that values excellence, teamwork, and customer satisfaction. Apply now to take your career in hospitality to the next level!

DANIEL LUQUE FERNANDEZ

30 Alexandra Road, SA15DQ Swansea

07491286061

Danielluque10@gmail.com

Profile

Enthusiastic and customer-focused individual with excellent interpersonal skills and a passion for delivering outstanding service. Experienced in fast-paced environments, adept at multitasking, and committed to maintaining a welcoming atmosphere.

Recognized as *Employee of the Month* on three occasions for exceeding customer satisfaction goals and demonstrating exceptional teamwork. Skilled in building strong relationships with customers and colleagues, ensuring smooth operations during busy periods. Eager to bring a positive attitude, dedication, and a strong work ethic to a dynamic coffee shop team.

Key Skills

- Customer Service Excellence: Skilled at creating friendly and memorable experiences for customers.
- Teamwork: Ability to collaborate effectively with colleagues to achieve common goals.
- Barista Skills: Familiar with coffee preparation techniques and equipment.
- Cash Handling: Experienced in operating tills and handling transactions accurately.
- Time Management: Efficient in prioritizing tasks during busy periods.
- Attention to Detail: Ensures product quality and cleanliness standards are consistently met.

Professional Experience

Barista

Costa Coffee, Swansea

May 2018 – Present

- Delivered exceptional customer service in a fast-paced retail environment.
- Operated tills and handled cash transactions efficiently.
- Maintained a clean and organized workspace.
- Supported stock management and restocking of products during peak hours.

- Prepared and served high-quality coffee and beverages to customers.
- Managed multiple orders simultaneously while ensuring accuracy and customer satisfaction.
- Fostered a welcoming environment by engaging with customers in a friendly and professional manner.

Education and Qualifications

- Currently doing a CertHe Employability Skills at University of Wales Trinity Saint David.

Additional Information

Languages: Fluent in English and Spanish.

IT Skills: Proficient in using point-of-sale (POS) systems and basic computer software for inventory and scheduling.

Availability: Flexible to work varying shifts, including early mornings, weekends, and holidays.

Achievements: Consistently received positive customer feedback for friendliness, efficiency, and attention to detail.

Interests: Passionate about coffee culture, exploring new brewing techniques, and staying updated on industry trends.

References: Available upon request.

Daniel Luque Fernandez

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Lara Medina Barcenilla

Upper Crust Swansea

Dear Miss Barcenilla;

I am writing to express my interest in the position of Coffee Shop Team Member at Upper Crust Swansea. With over five years of experience as a barista at Costa Coffee, I have developed a strong ability to thrive in fast-paced environments while delivering exceptional customer service and fostering a welcoming atmosphere.

My role at Costa Coffee has allowed me to build expertise in preparing quality beverages, managing cash transactions, and maintaining an organized workspace even during peak hours. My efforts have been recognized through multiple *Employee of the Month* awards, which reflect my commitment to going above and beyond for both customers and colleagues.

Beyond technical skills, I take pride in creating positive experiences for customers. I believe that every interaction is an opportunity to make someone's day better, whether it's by remembering their regular order or providing prompt, friendly service. My teamwork skills have also been key to ensuring smooth operations and supporting colleagues during busy periods.

I would be delighted to discuss how my skills and experiences align with the needs of your team. Thank you for considering my application, and I look forward to the opportunity to speak with you further.

Yours sincerely;

Daniel Luque Fernandez