

Hospital Hospitality Supervisor- Monla Hospital

Since 1957, Monla Hospital has been a trusted leader in healthcare across North Lebanon. Committed to excellence in patient care, medical innovation, and community health, we continually strive to set new standards in clinical service and patient experience

Location: Tripoli, North Lebanon

Major: degree in, Business Administration, Management, Tourism and Hospitality Management, or any related field.

Experience: 3–5 years of supervisory experience in a healthcare, hospitality, or facilities management setting

Major Responsibilities:

- Supervise and manage staff in Environmental Services, Laundry, Security, and Information Desk departments.
- Develop daily staffing schedules, assignments, and workflow plans to support hospital needs.
- Promote a culture of hospitality, empathy, and excellence in all patient and visitor interactions.
- Address service issues or complaints promptly and professionally.
- Work collaboratively with clinical and administrative teams to enhance overall patient experience.
- Conduct routine inspections for cleanliness, safety, and compliance.
- Coordinate with Infection Prevention for cleaning protocols during outbreaks or special situations.
- Manage supply inventory and equipment maintenance.
- Ensure timely collection, washing, drying, folding, and distribution of linens and uniforms.
- Monitor quality control for cleanliness and linen integrity.
- Supervise security personnel to maintain a safe and secure environment for staff, patients, and visitors.
- Ensure enforcement of hospital safety policies, visitor management protocols, and incident reporting.
- Monitor security rounds.
- Ensure front desk staff provide professional, courteous and accurate information to patients, families, and visitors.

Additional Requirements:

- Requires standing, walking, and supervising across multiple departments.
- May require evening, weekend, or holiday shifts depending on operational needs.

How to Apply:

Kindly send your CV or contact the Career Services Center, E-mail: career.services@balamand.edu.lb, Ext. 7801; 7802