



EXECUTIVE HOUSEKEEPER VACANCY – LAKE BOGORIA SPA RESORT

Our client Lake Bogoria Spa resort is the only resort in Kenya with a naturally heated pool. Located less than 10minutes drive from Lake Bogoria National Reserve, it is more than just a getaway from the noisy crowd of the city. The Hotel is seeking to hire a high caliber individual in the position of **Executive Housekeeper**.

Reports to	General Manager
Department	Housekeeping
Salary Range	KES 65,000 – 80,000
JOB PURPOSE	
The Executive Housekeeper will be responsible for ensuring the cleanliness, safety, and aesthetic appeal of all guest rooms, public areas, and back-of-house areas. Additionally, the Executive Housekeeper should be well-versed in implementing and tracking budgets and coordinating housekeeping schedules with other departments such as Front Office and Maintenance.	
DUTIES & RESPONSIBILITIES OF THE JOBS	
<ul style="list-style-type: none"> Leads the housekeeping department by developing and implementing departmental objectives in line with the hotel business objectives. Supervises housekeeping operations such as cleaning and maintenance whilst ensuring compliance with all housekeeping policies, procedures, standards and satisfaction of guests’ needs. Conducts random quality assurance inspections in public areas, laundry and guest rooms. Benchmarking to familiarize what is trending in the market. Hold monthly departmental meetings with team. Conduct Appraisals for supervisors and all staff members Inspects all daily areas and takes corrective measures in order to meet Brand Standards in terms of cleanliness, maintenance and supply. Develops, implements and continually reviews the policies procedures practices and standards. Selects, trains, develops, schedules and manages the performance of direct and indirect subordinates to ensure the efficient running of housekeeping operations. Manages linen inventory and guest supplies and reordering of supplies as necessary to meet quality standards and hotel business needs. Coordinates housekeeping duties with various departments such as front desk, engineering, sales and marketing, and Food and beverage to ensure that all guest rooms and public areas are clean and well maintained in a timely and efficient manner. Prepares the annual budget and manning guide and manages the housekeeping department within budgetary guidelines Coordinates and reviews contracts including pest control Participates in the planning of hotel decorations for special functions and festive season and organizes the necessary actions Keeps abreast of all new equipment’s and cleaning products and evaluates their quality, maintains knowledge of local competition and housekeeping industry trends Accomplishes a set of administrative duties such as leading and attending meetings, writing reports, emails and memos, staff recruitment and other specific duties related to the job function. To be fully conversant with the procedures to be taken in the case of an emergency, such as fire. 	
KEY PERFORMANCE MEASURES	
<ul style="list-style-type: none"> Budget tracking 	



- Efficiency in Coordinating housekeeping schedules with other departments.
- Leadership and proactiveness
- High standard of cleanliness and safety around the rooms

QUALIFICATIONS AND BASIC REQUIREMENTS

- Diploma/Degree in Housekeeping and Laundry Management or Hotel Management.
- 5 years' experience in a housekeeping senior management position preferably in a four/five-star hotel.
- International experience added an advantage.

Required Knowledge, Skills and Abilities

- Operational knowledge of housekeeping equipment and machines
- Computer Skills
- Knowledge of how to clean different fabric materials
- Knowledge of chemicals
- Superior communication skills
- Good interpersonal and customer orientation skills
- Ability to effectively direct and motivate others
- Excellent time management and organizational skills.
- Ability to cross train and train employees
- Good cost control skills
- Knowledge of Fidelio, Opera, Micros Material Controls
- A very keen eye for detail
- Ability to work well under stress
- Excellent personal grooming skills
- Excellent planning and analysis skills

Application process

If you believe that you are the right candidate, please email your application and CV to recruitment@kkcoeastfrica.com on or before **Sunday 10th December 2023**