



SOCIAL ENTERPRISE JOB DESCRIPTION ADVERT

Last Update:
April 2019

Position	Chambermaid
Department	Social Enterprise Inn & Conference Centre
Line Manager	Inn & Conferencing Manager (I&C)

Objectives of the Role

To provide exceptional service focusing on the daily cleanliness of the Inn rooms and indoor and outdoor Inn & Conference spaces, while providing additional services in regards to cleanliness to other areas of K4L, as needed. Key accountabilities include: room and public space cleaning; laundry; room security and guest privacy control; inventory control support and special duties related to customer service delivery and organizational capacity building.

Main Accountabilities

Area 1: Room & Public Space Cleaning

- 1.1 Clean and tidy all guest rooms, indoor and outdoor Inn and Conferencing spaces according to the set standard and established schedules
- 1.2 Conduct daily cleaning duties thoroughly and according to established schedules
- 1.3 Create daily job lists and record all serviced rooms
- 1.4 Attend to any additional cleaning requirements requested by the I&C Manager following inspections
- 1.5 Disinfect equipment and supplies regularly

Area 2: Laundry

- 2.1 Wash all linen, towels, napkins, table cloths and special requests according to the set standard and established schedules
- 2.2 Iron and store all linen neatly folded in the appropriate storage spaces
- 2.3 Maintain high standards of cleanliness and proactive maintenance of work areas (laundry room and linen room)
- 2.4 Ensure all laundry equipment is used according to best practice and preventatively maintained

Area 3: Room Security and Guest Privacy Control

- 3.1 Ensure the security of guests rooms and privacy of guests by checking and securing rooms
- 3.2 Respond in a timely manner to all customer queries and requests
- 3.3 Report on any shortages, damages or security issues
- 3.4 Comply with K4L health and safety regulations and act in line with Organizational policies and licensing laws

Area 4: Inventory control support

- 4.1 Check cleaning material levels and report to management when re-orders are needed
- 4.2 Replenish amenities according to operational standards and as guided by the I&C Manager
- 4.3 Participate in stocktaking in regards to linen, equipment and consumables
- 4.4 Assist in controlling operational costs and identifying measures to cut wastage

Area 5: Special duties – Customer Service & Capacity Building

- 5.1 Handle reasonable guests complaints/requests according to best practice
- 5.2 Work cooperatively with all team members to support the achievement of work plan activities designed to achieve identified goals and objectives
- 5.3 Train new staff on best practice, as requested
- 5.4 Learn K4L programming & SE brand and be in a position to communicate their messaging accurately and effectively to patrons and visitors
- 5.5 Remain current with and possess an excellent knowledge of all of the Inn & Conference Centres' products, services, and answer questions to our clients
- 5.6 Support in the development and implementation of professional development activities and trainings

- 5.7 Assist in developing systems for broader SE integration, operational improvements and business growth
- 5.8 Support in tour operations and other special activities, as requested by Senior management

Qualifications and Experience

- Diploma in Hospitality Management or related fields preferred
- Food handling /safety & hygiene certification a plus
- Previous experience working in the hospitality industry is a bonus
- Flexibility to work in shifts, weekends and holidays is essential

Work-based Skills and Competencies

- Excellent customer service delivery and verbal communication skills essential
- Passion for providing world-class hospitality
- Demonstrated aptitude in decision making and problem solving
- Great attention to detail
- Proven ability to be highly organized and to prioritize tasks aligned with enterprise objectives
- Proven ability to work independently and complete tasks to a high standard in fast-paced environments
- Track record of working with integrity and honesty, showing an ability to keep information confidential
- Demonstrated ability to work well within teams

How to Apply:

If you meet the requirements and are motivated to work helping others in a multicultural environment, please send a CV and Cover Letter explaining your motivation and fit for the role to hr@kick4life.org

Please note that only applications received via email will be considered.

Closing Date of applications is 19th April 2019 by 12:00 pm

If you have not heard from us within two (2) weeks of the closing date, please consider your application to be unsuccessful. Remember, we will only contact applicants who have been shortlisted for interview and will not be able to provide feedback to those who have not been shortlisted, due to the sheer volume of applications.