

EN – Room Steward at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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The Fairmont Norfolk is a historic hotel in Nairobi, Kenya and is owned by the luxury hotel chain, Fairmont Hotels and Resorts. The hotel has rooms, 4 restaurants, and consists of 5 main blocks, each ranging from 1 to 2 stories high. The hotel has a signature Tudor style of architecture that has been maintained since its original construction.

Summary

Room Steward

You are at the heart of the hotel! As a Room Steward, you will take ownership of guest rooms, ensuring that our guests are provided with a clean, comfortable space, and be a part of creating a memorable experience for them.

What's in it for you:

Opportunity to develop your talent and grow within your property and across the world!

Ability to make a difference in the local community through our Corporate Social Responsibility activities, like Planet 21

Employee benefit card offering discounted rates in Accor worldwide

Learning programs through our Academies

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What you will be doing:

Clean all assigned guestrooms to standard

Take ownership of guests' privacy and belongings while ensuring exceptional service.

Take initiative to add a personalized experience for the guest

Improve the work performance and develop better service for your assignment

Ready to take responsibility when assigned to perform any other duties as designated by Supervisor

Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment

Comply with the hotel environmental, health and safety policies and procedures

Qualifications

Your experience and skills include:

Warm and caring personality; previous housekeeping experience is an asset

Ability to anticipate and focus attention on guest needs, being professional and welcoming

Excellent organizational skills and time management

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