

Hospitality Executive

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Company: PRI

Location: Nairobi

Category: other-general

Overview

We are hiring!

Our client in Nairobi, Kenya is seeking an experienced and dedicated Hospitality Manager to lead and manage the daily operations of our facilities. In this role, you will play a crucial part in organizing and overseeing all activities to ensure a seamless and exceptional customer experience. As a leader and problem solver, you will guide and support our team, empowering them to reach their full potential.

Your responsibilities will encompass coordinating various functions, implementing efficient processes, and maintaining high-quality standards throughout the organization. Excellent communication and organizational skills are vital for effectively liaising with staff, customers, and other stakeholders.

We are looking for a candidate with a proven track record in the hospitality industry, a passion for delivering outstanding service, and the ability to inspire and motivate others. Join their team and contribute to creating memorable experiences for our guests while driving the success of our hospitality operations.

Responsibilities

Hire qualified personnel according to standards

Organize and coordinate operations to ensure maximum efficiency

Supervise and evaluate staff

Ensure supplies and equipment are adequate in quantity and quality

Handle customer complaints when necessary

Assist in pricing products or services

Assume responsibility of budgeting and monitoring expenses

Enforce adherence to regulations and quality standards

Ensure all records are kept properly and consistently

Review and prepare reports for senior management

Requirements and skills

Proven experience as hospitality manager

Hands-on experience in customer service or sales

Solid understanding of hospitality procedures and best practices

Knowledge of quality standards (e.g. ISO)

Proficient in MS Office and relevant software (e.g. ERP)

Excellent organizational and leadership skills

Outstanding communication (verbal and written) and interpersonal skills

Problem-solving aptitude

BSc/BA in hospitality management

To apply,

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