

Housekeeping and Laundry Supervisor at Fairmont Hotels & Resorts

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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.

About Job

We are looking for a dynamic, forward-thinking and pro-active Housekeeping and Laundry Supervisor responsible for both strategic and operational requirement of the function. This is a fantastic opportunity to further develop competencies and learning in many areas and functions within Housekeeping. Be part of a team focussed on driving successful business results.

What is in it for you:

Employee benefit card offering discounted rates in Accor worldwide.

Learning opportunities through our Academies and the opportunity to earn qualifications while at work.

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.

What you will be doing:

To manage the daily activities of the housekeeping department to include appropriate cleaning of the Guest Bedrooms, Lobby area, Washrooms, Bars, Restaurants and all Public areas and Laundry.

To Manage guest requests, including VIP amenities and communicate with the relevant team members

Responsible for the Performance of Guest Room Attendants and Public Area Attendants.

Organise and facilitate the cleaning of the Guest Bed rooms every day.

Developing and putting into operation the current system and technical advancement in Floor and Laundry operations.

Formulating washing formula for stained loads and reclamation processes.

Ensuring the washing of linen and uniform as per the laid down Ibis Styles Hotel standard.

Maintenance and upkeep of all the laundry equipment.

Co-ordinating with the Engineering Department about routine maintenance of the equipment.

Preparing Annual Laundry Budget whilst liaising with the EH.

Develop new methods for increasing laundry efficiency.

Coordinate with the maintenance team for machinery repair.

Overall controlling and supervision of the Department.

Training and coordination with different Departments.

Record and monitor Housekeeping cost.

Make reports and recommendations when required.

Oversee the laundry equipment preventive maintenance program.

Approve distribution of linen to guestrooms and food and beverage department areas. Responsible for the cleanliness of guest rooms, corridors and lobby area of the floor.

Checks the occupied and departure rooms, giving special attention to guest needs.

Assist other Departments wherever necessary and maintain good working relationships.

Inspects show rooms, guestrooms, guest elevator foyers, storage and supply rooms, and Guest Room Attendant's carts and closets to ensure the quality of work of the Housekeeping team.

Notify Room Attendant/House Attendant of any deficiencies found, and return to correct when applicable. Re-inspect corrected room.

Physically check discrepant rooms to ascertain status. Confirm status of all rooms at end of day.

Must be able to perform all Guest Room Attendant and Public Area Attendant duties and check a minimum of 28 Rooms every day and log them in the inspection sheet.

Ensures all guestrooms have proper furniture; fixtures and amenities and that all set standards for placement are being followed

Actively participate in daily briefing, daily warm up and department meetings

Direct, Mentor and supervise all Laundry staff.

Prepare and Manage the Housekeeping staff duty roster.

Train and Develop the Housekeeping staff and orientate new Team Members.

Manage the uniform of all the Team Members and ensure they are properly laundered and maintained.

Execute other duties as assigned by the Executive housekeeper.

Conduct weekly departmental meetings with Housekeeping Team Members.

To ensure that staff uniforms records are well kept and inventory done monthly.

To ensure guest laundry are done in a timely manner.

To ensure that the Housekeeping Budget is under control and well managed

To ensure the cleanliness and maintenance of the Hotel

To uphold the highest standards of cleanliness, safety and conduct

To ensure proper maintenance of all laundry equipment, make arrangements, for repair, and /or replacement of damaged equipment

To action and implement a preventive maintenance policy for all areas of responsibility

To implement and maintain an effective and secure guest property lost/found system

To prepare, check and monitor departmental forecast and rota

To control costs through correct stock usage, storage, rotation, par stock levels maintained, purchase order systems and minimising wastages

To ensure there is a monthly stock take and action any discrepancy

To be financial aware and understand how the role impacts the hotel profit and loss account

To ensure that all potential and actual hazards are reported immediately and rectified

To be conversant with all departmental fire emergency procedures

To monitor competitor and potential competitor products and services and to communicate such matters to management team

To maintain the correct level of linen by monitoring and recording daily levels, recording rejected linen and monitor damaged stock costs.

Your experience and skills include:

Diploma Holder in Hotel and Institution Management or Qualified Certificate Holder in: House-keeping and Laundry, high School Certificate or Vocational Training.

Minimum of 2 years' experience working as a Housekeeping and Laundry

Supervisor Fluency in English

Proficiency in Microsoft Office Software: Word and Excel

Cross References and Citations:

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