

Laundry Attendant – Nanyuki at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: production

Job Description

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.

What's in it for you:

Private medical insurance as per Hotel offering

Be part of creating the historic story of rehabilitating and releasing the rare Mountain Bongo that was heading toward extinction.

Working with a hotel rich in history and known for exemplary services while growing your career

Employee Benefits Card offering discounted rates in Accor Worldwide

Learning programs through our Academies

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

Ability to make a difference through our Corporate Social Responsibility Activities, like Planet 21.

What will you be doing:

To maintain the stock levels of all linen and laundry utilities

To monitor the quality of returned guest garments; uniform and linen before issuance

To be flexible and adaptable, pressing guest garments and staff uniform as directed by the Laundry Supervisor

Arrange all flatwork which is free from dirt and stains for ironing at the calendar ironer.

Ensure a first-in-first-out system of flat work.

Pass items through the calendar as per laid down procedures ensuring hems and corners are straightened.

Fold items that are free from stains, dirt, dampness, tears, and creases as per set standards.

Arrange all, ready linen neatly in the linen room shelves.

To follow the Lost Property procedure

Handling guest requests, belongings and personal items with the utmost care, security and discretion.

To keep the linen room and laundry area as well as equipment clean and tidy at all times

Other duties assigned by housekeeping leadership

Be flexible according to the business needs

First impressions are everything! We invite you to join our hotel as a Laundry Attendant where you will take care of the guests from the moment they arrive to their departure by ensuring they have a memorable experience with us

Your experience and skills include:

Recent experience within in 5-star hotels or a similar role

At least a certificate or diploma in Housekeeping and laundry techniques or Hospitality related course

Able to work under pressure and at high speed.

Frequently kneeling, pushing, pulling, lifting, carrying, reaching, standing and walking.

To provide exceptional cleaning and service for the guests with extremely attention to details

Warm and caring personality; previous housekeeping experience is an asset

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

Exceptional communication and customer service skills, both written and spoken.

Strong time management skills with the ability to multi-task while maintaining an immaculate and professional appearance

Proactivity and ability to multi-task and meet deadlines

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