

## Public Area Attendant at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: personal-care-and-service

### 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:

Performing cleaning duties and ensuring care & presentation of all equipment

Follow the daily task list of maintaining the Hotel and public areas clean

Clean public areas, restaurant and allocated guest areas including washrooms according to the set standards

Empty trash in all public areas and clean public area restrooms

Clean all mirrors, inside of windows, wipe and dust all surfaces; keeping all brass shiny

Vacuum and shampoo carpets where needed

Perform all duties with care towards our guests always ensuring upmost guest satisfaction,

Follow the lost property procedure.

Greeting all guest in a professional and polite manner

Interact with guests in a caring, respective and positive manner,

Being intuitive by adapting the frequency of cleaning according to the number of guests in public areas

Be flexible according to the business needs

First impressions are everything! We invite you to join our hotel as a Public Area 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 or Hospitality related course

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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