

Room Attendant at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: personal-care-and-service

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.

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

Scheduling through cleaning of bedrooms, bathrooms and corridors including all fittings and surfaces to required standards.

Carrying out all reasonable Guest, VIP and special requests as instructed by your supervisor.

Ensuring all housekeeping and linen stores are well maintained and cleaned stacked according to the shelf labels.

Reporting any guest preferences to the housekeeping supervisor/coordinator, and act upon the requests

To be flexible in your working hours in line with business requirements.

Follow the lost property procedure.

Greeting all guest in a professional and polite manner.

Respecting the guest privacy by being quiet and respectful in the corridors and the service area.

First impressions are everything! We invite you to join our hotel as a Room 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 diploma or certificate in Housekeeping Techniques 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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