

<b>Job Title</b>	<b>Housekeeping Supervisors X2</b>
<b>Location</b>	<b>aha Alpine Heath Resort, Drakensberg, KwaZulu-Natal.</b>
<b>Objective</b>	<ul style="list-style-type: none"> <li>The Housekeeping Supervisor will manage the daily operations of his/her assigned section ensuring the ultimate comfort, cleanliness, safety and standards for all guest and members as expected by the hotel. He/she will maintain superior standards of presentation, maintenance and cleanliness in all areas of the hotel while ensuring the safety and confidentiality of all Guests. He/she will act as a leader to all Housekeeping team members and assist with Guest and staff concerns</li> </ul>

<b>Key Areas</b>	<ul style="list-style-type: none"> <li>Maintains a presence as requested at hotel / department meetings and committees</li> <li>Complies at all times with hotel standards and regulations to encourage safe and efficient hotel operations</li> <li>Handle Guest concerns and react quickly, logging and notifying proper areas to service them</li> <li>Actively participate in daily briefing, daily warm up and department meetings</li> <li>Ensures Room Attendants are informed daily about VIPs, extras – priority in their section</li> <li>Ensures check-out rooms are returned in a timely manner</li> <li>Verifies rooms with Privacy Please indicators and co-ordinate make up with Room Attendants</li> <li>Assists with and lead Room Attendant, Turndown Attendant, and House Attendant with daily duties</li> <li>Train and coach staff on expected standards of service</li> <li>Conducts daily inspections of guestrooms and floors</li> <li>Be knowledgeable on all current guest services and events in the hotel</li> <li>Inspects show rooms, guestrooms, guest elevator foyers, storage and supply rooms, and Room Attendant's carts and closets to ensure the quality of work of the Housekeeping team</li> <li>Notify Room Attendant/House Attendant of any deficiencies found, and return to correct when applicable. Re-inspect corrected room.</li> <li>Physically check discrepant rooms to ascertain status. Confirm status of all rooms at end of day.</li> <li>Reports any damage, special cleaning, change of soft furnishings in all areas of the hotel</li> <li>Confirm that all daily duties are completed to standard by: Room Attendants and House Attendant</li> <li>Must be able to perform all Room Attendant and House Attendant duties</li> </ul>
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	<ul style="list-style-type: none"> <li>• Work with all Housekeeping staff to maintain and improve guest service scores</li> <li>• Ensures all guestrooms have proper furniture; fixtures and amenities and that all set standards for placement are being followed</li> <li>• Ensures all Lost and Found items are sent to the relevant department.</li> <li>• Ensures any Health/Safety matters are reported and followed up</li> <li>• To conduct proper handover with each day Floor Supervisor to keep seamless information flow</li> <li>• To check any late check outs and non-checked rooms for update before scheduled time.</li> </ul>
MINIMUM REQUIREMENTS	COMPETENCIES
<ul style="list-style-type: none"> <li>• Matric</li> <li>• 2-3 years' experience in a supervisory capacity in a hotel housekeeping environment</li> <li>• Previous experience in a similar position or in that of Supervisor</li> <li>• Ability to effectively communicate across all levels</li> <li>• Strong verbal and written skills</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Focus</li> <li>• Interpersonal skills</li> <li>• Communicates Clearly via telephone and Email</li> <li>• Advanced computer skills</li> <li>• Teamwork</li> <li>• Attention to detail</li> <li>• Time management skills</li> <li>• Ability to work under pressure</li> </ul>
<p><b>Please take note of the following before applying:</b></p> <ul style="list-style-type: none"> <li>• Do not send your CV / apply if you do not meet the minimum requirements</li> <li>• Transferring will have to be negotiated with your current manager</li> <li>• Only candidates that meet the above requirements will be contacted Should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful.</li> <li>• Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan</li> </ul> <p><b>Please send your updated CV to <a href="mailto:thando.ngema@aha.co.za">thando.ngema@aha.co.za</a> on or before 21<sup>st</sup> November 2023.</b></p>	