



Job Title	Executive Housekeeper
Location	aha Kopanong Hotel and Conference Centre, Benoni
Objective	The Housekeeping executive will manage the daily operations of his/her assigned section ensuring the ultimate comfort, cleanliness, safety and standards for all guests and members as expected by the hotel. He/she will maintain 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
Key Areas	<ul style="list-style-type: none"> • Maintains a presence as requested at hotel / department meetings and committees • Complies at all times with hotel standards and regulations to encourage safe and efficient hotel operations • Handle Guest concerns and react quickly, logging and notifying proper areas to service them • Actively participate in daily briefing, daily warm up and department meetings • Ensures Room Attendants are informed daily about VIPs, extras – priority in their section • Ensures check-out rooms are returned in a timely manner • Verifies rooms with Privacy Please indicators and co-ordinate make up with Room Attendants • Assists with and lead Room Attendant, Turndown Attendant, and House Attendant with daily duties • Train and coach staff on expected standards of service • Conducts daily inspections of guestrooms and floors • Be knowledgeable on all current guest services and events in the hotel • 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 • 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. • Reports any damage, special cleaning, change of soft furnishings in all areas of the hotel • Confirm that all daily duties are completed to standard by: Room Attendants and House Attendant • Must be able to perform all Room Attendant and House Attendant duties • Work with all Housekeeping staff to maintain and improve guest service scores



	<ul style="list-style-type: none"> • Ensures all guestrooms have proper furniture; fixtures and amenities and that all set standards for placement are being followed • Ensures all Lost and Found items are sent to the relevant department. • Ensures any Health/Safety matters are reported and followed up • To conduct proper handover with each day Floor Manager to keep seamless information flow • To check any late check outs and non-checked rooms for update before scheduled time.
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MINIMUM REQUIREMENTS	COMPETENCIES
<ul style="list-style-type: none"> • Grade 12 / Matric • Minimum 2 years' experience in housekeeping department • Good communicating Skills • Hospitality experience would be an added advantage • Must be able to work different shifts 	<ul style="list-style-type: none"> • Customer Orientation • Teamwork & Cooperation • Results Orientated • Planning & Organising • Ability to work under pressure • Learning Orientation

Please take note of the following before applying:

- Do not send your CV / apply if you do not meet the minimum requirements
- Transferring will have to be negotiated with your current manager
- 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.
- Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan

Please send your updated CV to MillerK@aha.co.za on or before the **28th January 2025**.