

## CLUSTER EXECUTIVE HOUSEKEEPER

### Overview of Job Requirement

- ✓ Oversee housekeeping operations
- ✓ Oversee Laundry Operations
- ✓ Evaluate Guest satisfaction levels
- ✓ Operate within departmental budgets through effective stock and cost controls and well managed schedules
- ✓ Set departmental targets and objectives, work schedules, budgets, and policies and procedures
- ✓ Inspect, regularly, all fixtures, fittings, and appliances to ensure compliance to standards and take action as necessary to conform to standard
- ✓ Monitor the appearance, standards and performance of the Housekeeping/Laundry Team with an emphasis on training and teamwork
- ✓ Ensure team members have an up-to-date knowledge of all room categories and amenities
- ✓ Manage staff performance in compliance with company policies and procedures
- ✓ Implement and maintain Hilton Brand Standards

### Experience and Skills Required

- ✓ 3-5 Years Housekeeping/laundry experience in the hotel/leisure/retail sector in a managerial role
- ✓ Hotel and/or relevant Hospitality Management Qualification
- ✓ A successful track record of managing a large team
- ✓ High level of commercial awareness and cost control capabilities
- ✓ Excellent leadership, interpersonal and communication skills
- ✓ Committed to delivering high levels of customer service
- ✓ Ability to work under pressure
- ✓ IT proficiency
- ✓ Excellent grooming standards

**CLOSING DATE: 28 August 2024**

Please note that the above responsibilities for each position are not exhaustive. For more information on the positions advertised above visit <https://unitedafricagroup.com/na/page/career-options/>

### APPLICATION PROCEDURE:

Suitably qualified applicants should forward their applications clearly indicating the position applied for along with supporting documents to [recruitment\\_hilton@Hiltonwindhoek.com](mailto:recruitment_hilton@Hiltonwindhoek.com)

Only short listed candidates will be contacted for an interview.

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