

Seeks the perfect fit...

## HOUSEKEEPING/GUEST RELATIONS SUPERVISOR

To find out more, get in touch at [info@wolwedans.com](mailto:info@wolwedans.com)



### REQUIREMENTS

- A minimum of 4 year's qualified work experience in a Supervisory position
- A relationship builder by nature
- Naturally intuitive especially to guests' needs
- Have high housekeeping standards
- Have high attention to detail
- The ability to manage, motivate and train staff
- Be assertive and strong
- Have great communications skills, particularly with staff
- Maintain consistency through SOP's
- Work comfortably under pressure
- Have agility and stamina and be physically fit

### KEY PERFORMANCE AREAS - GUESTS

- Monitor room allocations and ensure assigned rooms are prepared prior to check-in, fulfilling any special requests
- Strong intuition for delivering a guest experience and managing potential guest requests and potential issues
- Providing flawless, professional, and high-class guest service experiences
- Responding to guests' needs and anticipating their unstated ones
- Ensure guests always feel welcome and comfortable
- The ability to actively listen and resolve guest issues in a timely and accurate manner.
- Ensure special guests, like disabled people, the elderly, children, and VIPs, receive personalized services

### KEY PERFORMANCE AREAS - GENERAL

- From time to time you may be asked to carry out a task even though it may fall out of your general job description
- It is expected that these tasks are part of the successful day-to-day operation and will be conducted as such

### KEY PERFORMANCE AREAS - STAFF

- Manage the members of the housekeeping department for all 4 camps
- Provide the training required for the housekeeping standards to be attained and maintained
- Ensure all Housekeeping staff have a clear understanding of the Wolwedans standards and SOP's
- Plan for adequate staff to be in the rooms (through rostering, recruiting, and leave)
- Ensure staff are always appropriately dressed, they are the image of the brand
- Liaise actively with all departments and other Strategic Managers and HOD's on guests' needs and requirements
- Keep a keen eye on all BOH areas for cleanliness, health, and hygiene
- Conduct staff appraisals with the HR manager
- Have an appropriate training program in place
- Where necessary follow disciplinary procedures with the HR manager
- Understand all lodge health, safety, and emergency procedures and be fit to implement them if required

### KEY PERFORMANCE AREAS - CAMPS/ ROOMS/ LAUNDRY

- Ensure the cleanliness, aesthetic appeal, and maintenance of the guest rooms, public areas, laundry, and BOH areas in the camps
- Ensure all health and hygiene standards are in place and practiced in all areas including BOH
- Ensure the smooth running of the laundry
- Implement and oversee all stock takes
- Issue daily tasks
- Put in place monthly, quarterly, and yearly schedules for cleaning and maintenance in all rooms and public areas
- Ensure cleaning of rooms executed timeously to the required standard