



VACANCY

EXECUTIVE HOUSEKEEPER

Sandy Lane, a AAA Five (5) Diamond, Forbes Five Star exclusive resort and member of the Leading Hotels of the World is seeking to recruit a highly organized and dynamic individual to join its Leadership team as **Executive Housekeeper** in the Accommodation Services Department.

The Role

The Executive Housekeeper reports directly to the General Manager and will have the responsibility of providing leadership, development and direction to the entire Accommodation Services Operation inclusive of the Laundry Furniture, Fixtures and Equipment (FF &E) and Flower Shop, ensuring the team delivers the highest possible level of service.

Key responsibilities and accountabilities:

- Oversees the daily operations of the department to ensure Five-Diamond, Forbes Five Star accommodation and associated guest services.
- Establishes standards and procedures to ensure consistent levels of service and provides guidance and direction in achieving the hotel's vision and mission.
- Manages the Resort's full service laundry operation.
- Manages the Resort's Flower Shop.
- Responsible for budgeting, forecasting and financial planning.
- Manages inventories of cleaning supplies and employee uniforms
- Manages the selection, training and development of employees while maintaining acceptable levels of productivity, employee and guest satisfaction.
- Performs regular inspections of the hotel to ensure adherence to cleanliness and high-level maintenance standards.

Our preferred candidate must possess:

- A minimum of five (5) years' experience in a similar position in a five star luxury hotel or at least eight (8) years' experience managing a Housekeeping Division
- A degree or Diploma in Hotel or Tourism Management
- Very good knowledge of the Microsoft office applications and a working knowledge of Fidelio PMS/Opera
- A solid understanding of Housekeeping management and administration for a deluxe resort and knowledge of Laundry Operations
- Ability to be financially astute with experience in tender management, budgeting and forecasting
- Ability to set priorities under challenging and demanding circumstances with a sense of urgency and high tolerance for pressure whilst meeting deadlines.
- Strong motivational skills and the ability to enthusiastically lead a large team to deliver the highest quality of service
- Flexibility, a keen eye for detail, proven leadership, communication and organizational skills with the ability to train others



It is a requirement that the candidate must have a flexible working style as long hours are required from time to time. The successful candidate must be responsive to 24 hour operational requirements of business on a needs basis.

To apply please log on to www.slhcareers.com complete an application form and attach your résumé on or before **February 12, 2023**.