

We're Hiring

Job Title

- Rooms Division Manager (Preferably a female candidate)

Job Description

- Oversee the daily operations of the front office and housekeeping departments
- Ensure high levels of guest satisfaction and address any issues or complaints promptly
- Develop and implement policies and procedures to enhance the guest experience
- Conduct regular training and development sessions for staff.
- Monitor and manage departmental budgets and expenses.
- Ensure cleanliness and maintenance standards in all guestrooms and public areas.
- Handle guest inquiries and resolve any issues in a timely and professional manner.
- Maintain accurate records of guest feedback and implement improvements based on feedback.
- Monitor and manage inventory levels for housekeeping supplies and equipment.
- Prepare and present regular reports on departmental performance to senior management.
- Implement and monitor quality control measures to ensure consistent service delivery.
- Assist with the recruitment and selection of new staff members.
- Conduct performance evaluations and provide feedback to staff.
- Stay updated on industry trends and best practices to continuously improve operations.
- Participate in regular management meetings and contribute to strategic planning.

Qualification

- **Education** – Bachelor's degree in Hospitality Management or a related field
- **Experience** – Minimum of 5 years of experience in a similar role within the hospitality industry.
- **Skills** – Strong leadership and management skills
- Excellent communication and interpersonal skills.
- Ability to handle multi-tasks and work under pressure.
- Strong organizational and time management skills
- Attention to detail and a commitment to maintaining high standards.
- Proficiency in Opera PMS and Microsoft Office Suite.
- Knowledge of health and safety regulations.
- Ability to work flexible hours, including weekends and holidays.
- Strong problem-solving skills and the ability to make decisions quickly.
- Experience in budget management and financial reporting.
- Ability to work effectively in a team environment.
- Knowledge of housekeeping and front office operations.
- Strong analytical skills and the ability to interpret data.
- Ability to handle guest complaints and resolve issues in a professional manner.
- Experience in inventory management and procurement.
- Ability to develop and implement policies and procedures.

How to apply

- Send application, CV, valid ID and copies of relevant certificates to;
hr@theroyalsenchi.com

Deadline for submission of application

- 2 Weeks from the date of publication.