



Housekeeping Manager Job Vacancy:

The Outpost is looking for a new Housekeeping Manager

As Housekeeping Manager it will be your responsibility to ensure the smooth functioning of the department. Your duties will include the following, but is not limited to:

- 1) Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.
- 2) Investigates complaints regarding housekeeping service and equipment, and take corrective action.
- 3) Obtain list of rooms to be cleaned and list of prospective check-outs to prepare work assignments.
- 4) Coordinate work activities among departments.
- 5) Conduct orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
- 6) Inventory stock to ensure adequate supplies.
- 7) Evaluate records to forecast department personnel requirements.
- 8) Make recommendations to improve service and ensure more efficient operation.
- 9) Perform cleaning duties in cases of emergency or staff shortage.
- 10) Examine building to determine need for repairs or replacement of furniture or equipment, and make recommendations to management.
- 11) Attend staff meetings to discuss company policies and patrons' complaints.
- 12) Issue supplies and equipment to workers.
- 13) Establish standards and procedures for work of housekeeping staff.
- 14) Advise manager of rooms ready for occupancy.
- 15) Record data regarding work assignments and personal actions, and prepare periodic reports.

Besides the above standardised duties of a housekeeping manager, it is ultimately your duty to ensure the smooth functioning of the department. This includes, but is not limited to:

- Making sure there is enough staff available to cope with the lodge demand, i.e. approve or decline leave so that there are never too many housekeepers off at the same time.
- Allocating housekeepers to rooms and assigning them with specific tasks (thus developing their own job descriptions)
- Do room checks and monitor housekeepers' performance, including taking corrective action where needed.

- Monitor guest feedback and take corrective action where there are complaints to avoid it from happening again in the future.
- Disciplining staff within the department where work performance is not up to standard.
- Manage stock levels and place orders in time to avoid shortages.
- Monitor usage rates and ensure that there are no wastages.
- Do monthly stock take as accurately as possible and take responsibility for any variances.
- Manage store room to ensure that all housekeeping inventory is kept clean, organised and safely stored – avoiding theft or damage of inventory.
- Adhere to and ensure department adheres to all health and safety standards.
- Monitor and report any damages/maintenance requirements to management and maintenance (if requires action)
- Continuously monitor the department and try and identify areas of improvement.
- Identify training needs, and provide the necessary training where possible. This also includes ensuring housekeepers do Lobster Ink training.
- Assist with the induction of new employees at the lodge and making them understand the functioning of the Housekeeping department.
- The candidate would also need to be computer literate as he/she will have to be able to place orders via email and online platforms, control stock on the Nebula POS system and develop any necessary documents electronically that may be required for the department. (We will provide in-house training to any candidate on how to do this)
- Ultimately YOU will be the responsible person for the department and as a manager you need to take initiative, make management decisions and ensure that the department serves the lodge and ultimately the company's best interests at all time.

Yours sincerely,
Conrad Zeille | General Manager
THE OUTPOST & PEL'S POST – Makuleke Contractual Park - Northern Kruger National Park
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Closing Date : 28 June 2021
Applications should be submitted at Makuleke CPA Offices or
emailed to makulekecpa@gmail.com (Eligible for members of Makuleke CPA)