

## MISSIONS OF HOPE INTERNATIONAL

### JOB DESCRIPTION

**Position:** House Keeper  
**Reports to:** Logistic Accounts Assistant  
**Supervises:** None  
**Department:** Sustainability Programs

#### OVERALL JOB PURPOSE

The Housekeeping attendant is responsible to attend to all requests by phone, email, hotel software traces etc. He /she will address clients' queries and make sure the rooms are fully-stocked and clean at all times. He /she should receive and ensures proper recording and follow up of all guest requests. He/she should be able to effectively communicate both verbally and written, with all level of employees and guests in an attentive, friendly, courteous and service-oriented manner.

#### DUTIES AND RESPONSIBILITIES:

1. Helping guests settle in the accommodation facility with nil or minimal complaints.
2. Performing a variety of cleaning activities such as sweeping, mopping, dusting and polishing.
3. Change bed linen and make beds
4. Replace used towels
5. Clean public areas, like corridors.
6. Ensuring all rooms are cared for and inspected according to standards.
7. Protecting equipment and making sure there are no inadequacies
8. Notify supervisor on any damages, deficits and disturbances.
9. Deal with reasonable complaints/requests with professionalism and patience.
10. Check stocking levels of all consumables and replace when appropriate. (Replenish bath care products (e.g. soap and shampoo & Restock beverages and food items)
11. Adhere strictly to rules regarding health and safety and be aware of any organisation-related practices.
12. Maintains a regular update on the system especially on room changes to facilitate the front office in their sales/allocation of rooms.
13. Records lost and found articles. And all items to be locked in store before the close of shift and the items claimed to be documented in the log, and updated in the hotel PMS.
14. Ensure adequate measures have been put in place to ensure nil or minimal incidences of theft cases and those raised adequately resolved.
15. Carrying out inventories of fixtures and fittings and reporting the need for repairs and replacements to the supervisor.
16. Integrate the function with other functions and departments to ensure proper coordination with other stakeholders.
17. Perform any other duties as maybe assigned from time to time.

#### Qualifications

- Certificate or Diploma in housekeeping from a recognized institution
- First Aid Training.
- Proven experience as a Cleaner or Housekeeper
- Ability to work with little supervision and maintain a high level of performance
- Customer-oriented and friendly.
- Prioritization and time management skills.
- Working quickly without compromising quality.

#### **Competencies/Abilities/Skills Required**

- Must have a certificate of good conduct.
- Must have ability to work and relate well with people from diverse background, and handles people in a firm but highly respectful manner.
- Able to communicate well in English and Kiswahili. Must be able to read and write both languages well.
- Patient, flexible and open minded.
- Must be a person of unquestionable integrity.
- Must be a well-organized individual who is able to coordinate tasks well and complies with given instructions.
- Must be a born again Christian and active member of a church
- Friendly and loving, sensitive and responsive for the needs of dynamic guests.
- Records Management

Friendly and loving, sensitive and responsive for the needs of dynamic guests.