

MISSIONS OF HOPE INTERNATIONAL JOB DESCRIPTION

Position: House Keeper/Caretaker
Reports to: Business Operations Officer
Supervises: None
Department: Sustainability Programs

Overall Job Purpose:

The Housekeeping attendant/ Caretaker is responsible for handling all aspects of the hotel's housekeeping operations to ensure cleanliness, hygiene, and guest satisfaction, including grounds maintenance.

Duties and Responsibilities:

1. Helping guests settle in the accommodation facility with nil or minimal complaints.
2. Ensure that guest rooms, public areas, and back-of-house areas are maintained to the highest standards of cleanliness and hygiene.
3. Do the laundry cleaning for guests and other linens used in the rooms.
4. Conduct regular inspections of guest rooms, public areas, and back-of-house areas to ensure cleanliness, maintenance, and compliance with brand standards. Address any deficiencies or issues identified during inspections promptly and effectively, implementing corrective actions as needed.
5. Monitor housekeeping supplies and equipment inventory, ensuring adequate stock levels and timely replenishment following the laid down procedure.
6. Through the supervisor collaborate with other departments such as front office, maintenance, food and beverage, to coordinate housekeeping activities and address guest needs and requests.
7. Communicate effectively with guest house management, staff, and guests to relay important information, updates, and instructions related to housekeeping operations.
8. Ensure compliance with health and safety regulations, including proper handling of cleaning chemicals, use of personal protective equipment, and adherence to OSHA guidelines.
9. Monitor guest feedback and satisfaction scores related to housekeeping services and implement improvements to enhance guest experiences.
10. Ensure adequate measures have been put in place and no incidences of theft cases or losses of guests items emerge. Record lost and found articles and all items to be safely locked in store before the close of shift.
11. Carrying out inventories of fixtures and fittings and reporting the need for repairs and replacements to the supervisor. Notify supervisor on any damages, deficits and disturbances.
12. Maintains a regular update on the system especially on room changes to facilitate the front office in their sales/allocation of rooms.
13. Perform any other duties as maybe assigned from time to time.

Qualifications and Skills:

- Certificate or Diploma in Hospitality Management, Business Administration, or related field.
- Proven experience in housekeeping preferably in a hotel or hospitality industry.
- Certification in housekeeping management or related field (e.g., CHHM) is a plus.
- Must uphold strong Christian values be of unquestionable integrity.
- Excellent communication and interpersonal skills, with the ability to interact professionally with guests, employees, and other stakeholders.
- Knowledge of cleaning techniques, sanitation standards, and safety protocols.
- Ability to work efficiently in a fast-paced environment and prioritize tasks effectively.

- Must be a well-organized individual who is able to coordinate tasks well and complies with given instructions. Friendly and customer oriented, sensitive and responsive for the needs of dynamic guests.
- First Aid Training.
- Must have a certificate of good conduct.