



Applications are invited from qualified persons for the Below vacant position.

(I). FRONT DESK SUPERVISOR DUTIES AND RESPONSIBILITIES:

1. Ensure Outstanding customer care at all times.
2. Maintains a friendly, cheerful and courteous demeanor at all times.
3. Courteously and accurately answers inquiries from potential guests and accepts hotel reservations.
4. Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.
5. Uses suggestive selling techniques to sell room nights, increase occupancy and revenue.
6. Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
7. Adhere to company credit limit / floor limit policies.
8. Allocate rooms to expected arrivals after checking the guests preferences and special requests.

PREREQUISITES:

A positive attitude and excellent communication skills. Experience of motivating and leading a winning team. Ability to remain calm whilst under pressure. Knowledge of Hotel Management System is required.

EDUCATION:

Degree or Diploma in Hospitality Management is an asset or Graduates bachelor degree and/or diploma in hotel or other related field. Computer Knowledge and experience in MS office programs.

EXPERIENCE:

Minimum 2 to 3 years work experience as Front Office Associate / Front office cashier in a hotel.

(II). JOB TITLE: HOUSEKEEPER

Responsibilities

- i. Should have an eye for detail and the ability to effectively deal with guests, other departments and housekeeping staff.
- ii. Obtains list of vacant rooms to be cleaned immediately & list of prospective checkouts or discharges in order to prepare work assignments.
- iii. Experience with turn down service, special needs of VIP Guests, foreign dignitaries, etc. is helpful.

- iv. Assigns team members their duties, and inspects work for conformance to prescribed standards of cleanliness.
- v. Prepares and distributes the Room assignment sheet and floor keys to room boys.
- vi. Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.
- vii. Schedules the cleaning of the room carpets, upholstery, and draperies as needed, along with deep cleaning projects and window cleaning as necessary.
Schedules cleaning for lobby area, public restrooms, telephone areas, hallways,

PREREQUISITES:

Education: Hotel management diploma or equivalent. Read and understand instructions, safety rules, etc. Write reports with proper format, punctuation, spelling, and grammar. Speak with correct English and well-modulated voice.

EXPERIENCE :

Minimum 2 years housekeeping experience in a supervisory capacity, 2 years line level experience in all aspects of the Housekeeping department.

(III). JOB TITLE: FOOD & BEVERAGE

POSITION SUMMARY:

Responsible for co-ordinating all phases of group meeting/banquet functions held in the Hotel; coordinate these activities on a daily basis; assist clients in program planning and menu selection.

DUTIES AND RESPONSIBILITIES:

- i. Achievement of budgeted food sales, beverage sales, labour costs and profitability.
- ii. Completion of Customer Follow-up calls on a timely basis.
- iii. Timely analysis of Food & Beverage Prices in relation to competition.
- iv. Participation and input towards F&B Marketing activities.
- v. Entertainment of potential and existing customers.
- vi. Preparation of Sales Promotions & Mailings.
- vii. Competitive analysis every six months by calling competition and gathering data such as banquet kits, room rental rates, etc.
- viii. Telemarketing to previous clients to inquire about possible future bookings.
- ix. Development and maintenance of all department control procedures.

PREREQUISITES:

Education: Post Graduate or Degree or three years Diploma in hotel Management or equivalent.

Experience: Previous experience in similar Job role or minimum 4 years experience as Banquet Supervisor. Proven track records.

(IV). SECURITY GUARD SUPERVISOR

Responsible for looking after the security operations and personnel of the company.

Duties;

- i. Supervising security personnel.
- ii. Carrying out close supervision of on-site security personnel.
- iii. Scheduling the work and duties of individual security officers.
- iv. Helping out the HR department in the reconciling of staff wages and payroll issues.
- v. Immediately responding to any problems.
- vi. Providing leadership, guidance and support to security staff.
- vii. Writing clear reports and logs.
- viii. Operating CCTV cameras.
- ix. Checking and setting alarm systems.
- x. Checking fire systems and fire equipment.
- xi. Completing reports of alarms, incidents, and complaints.
- xii. Overseeing the inspection of all packages entering and exiting the building.
- xiii. Ensuring the safety and security of guests and employees.
- xiv. Ensuring the protection of property and assets.
- xv. Looking for lost items belonging to staff or members of the public.
- xvi. Checking doors and windows.

PREREQUISITES:

Education: Post Graduate or Degree or three years Diploma in Security Guard Service

Experience: Previous experience in similar Job role or minimum 4 years' experience as Security Supervisor.

Send your cvs to: careers@sandalwood.co.ke