



THE ROYAL PORTFOLIO

At The Royal Portfolio we are passionate about our guest experience. In order to achieve our Purpose we seek to employ exceptional individuals whose personalities reflect our Purpose & Values.

PURPOSE & VALUES

To give our guests a complete experience & a perfect stay

GUESTS

- To be welcoming, genuine & warm
- To provide value & superior, personalized service
- To create an environment of relaxation & enjoyment

STAFF

- To have a culture of mutual respect, trust & integrity
- To recognize, reward & uplift
- To have passionate & expert staff

COMPANY

- To be financially sustainable
- To uplift local communities
- To promote conservation & protect the environment

ABOUT THE ROYAL PORTFOLIO

The Royal Portfolio is a collection of luxury hotels in iconic South African destinations including Royal Malewane in the Greater Kruger National Park, Birkenhead House in the whale watching paradise of Hermanus, La Residence in Franschhoek and The Silo Hotel in a converted grain silo in Cape Town's V&A Waterfront.

DEPUTY HOUSEKEEPING MANAGER ROYAL MALEWANE | HOEDSPRUIT



SCOPE & GENERAL PURPOSE

The Royal Malewane Deputy Housekeeping Manager will be responsible for the rooms division of the Lodge. The Housekeeping department must coincide with all lodge operations to ensure guests' needs are met and to provide guests with a complete experience and a perfect stay.

MAIN DUTIES & RESPONSIBILITIES

- Assist in managing the department and personnel.
- Co-ordination and preparation of staff rosters and leave.
- Ensure the maximization of staff performance through the establishment of performance standards, coaching and performance evaluation on an on-going basis.
- To assist in the identification of training needs, the development of formal & informal training plans & the implementation of training sessions on an on-going basis.
- To maintain appropriate standards of conduct, uniform and appearance of all housekeeping employees.
- Deal with all staff matters relating to misconduct timeously and to ensure that appropriate disciplinary action is taken.
- To meticulously control stock level and submit monthly stock sheets to the Finance Department.
- Set and implement Housekeeping standard operating procedures.
- Plan and implement cleaning schedules for rooms and public areas.
- Co-ordinate with the Front Office on releasing of rooms and special guest requests.



THE ROYAL PORTFOLIO

It is important that the candidate is able to work as part of a team and is a good cultural fit for The Royal Portfolio.

South African citizenship is advantageous. A valid work permit is essential if you are not in possession of a South African ID document.

CONNECT



To apply for this position please send your CV and a one page covering letter to:
careers@theroyalportfolio.com

DEPUTY HOUSEKEEPING MANAGER

ROYAL MALEWANE | HOEDSPRUIT

MAIN DUTIES & RESPONSIBILITIES

- Co-ordinate with the maintenance department in repair, maintenance, refurbishment, renovation etc.
- Ensure that a random walk through is done daily in all guest areas.
- Dealing with suppliers of linen, cleaning materials, stock and amenities.

REQUIREMENTS & QUALIFICATIONS

- Must have at least 2 years experience in a 5 Star Hotel in Housekeeping or 2 years experience in a Lodge environment.
- Must have at least 2 years of housekeeping management experience.
- Previous experience and understanding of operational systems (Opera) and computer literacy.
- Demonstrate excellent English written and verbal communication skills, other languages will be advantageous.
- Ability to multitask and excellent time-management.
- Proven job reliability, diligence, dedication and attention to detail.
- Degree or Diploma in Hospitality will be an advantage.
- Must be flexible with working nights, weekends, and holidays.

WWW.THEROYALPORTFOLIO.COM