

# ASSISTANT HOUSEKEEPING MANAGER

## LA RESIDENCE | FRANSCHHOEK

### SCOPE & GENERAL PURPOSE

To manage and control the daily operations of the housekeeping department. To ensure that the housekeeping standards of the Royal Portfolio are met in order to contribute to the purpose of the company - "To give our guests a complete experience and a perfect stay".

### MAIN DUTIES & RESPONSIBILITIES

- Recite, understand, apply and live the Purpose and Value statement.
- Manage a group of 10 or more housekeeping staff members.
- Housekeeping staff - coordination of staff, taking rostering, discipline, performance evaluations, training & hiring staff.
- Develop and implement housekeeping Standard Operating Procedures.
- Stock control procedures - stock take, stock ordering, implementing controls, monthly financial reports.
- Purchasing - Linen, cleaning supplies, equipment, amenities, maintaining furniture etc.
- Building relationships with suppliers.
- Preparing and monitoring monthly/quarterly/annual housekeeping budgets.
- Motivation of staff and building a positive staff morale within the boundaries of our staff values.
- Schedule and allocate staff duties.
- Coordinate all necessary procedures with various departments.



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

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### PURPOSE & VALUES

To give our guests a complete experience and a perfect stay

#### GUESTS

To be welcoming, genuine and warm  
To provide value and superior, personalised service  
To create an environment of relaxation and enjoyment

#### STAFF

To have a culture of mutual respect, trust and integrity  
To recognise, reward and uplift  
To have passionate and expert staff

#### COMPANY

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

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### 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.

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## REQUIREMENTS & QUALIFICATIONS

- Must have at least 2 years' experience in a 5\* Hotel environment.
- Must have at least 1 year of Housekeeping Management experience.
- The ability to take the initiative and be a leader.
- Knowledge of the Property Management System at Operator Level; Opera; computer literate with working knowledge of Microsoft Office Word, Excel and Outlook
- 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 and willing to work shifts.

The ideal candidate for the Housekeeper position is one who can be dedicated, a leader and a team player. **Someone who will live the Purpose and Values of the Company and buy into our culture.**

[WWW.THEROYALPORTFOLIO.COM](http://WWW.THEROYALPORTFOLIO.COM)



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](mailto:careers@theroyalportfolio.com)