

Executive Housekeeper at The Nines Hotel – Ayia Napa

Are you ready to **take your career “to The Nines”**?

The Nines, a new five-star hotel, will very soon open its doors at the vibrant and cosmopolitan Ayia Napa. With the casual luxury approach, we aim to offer all our guests an exceptional and memorable experience in a relaxed but indulgent atmosphere.

Do you have experience in Executive Housekeeping? Are you a passionate, detail- and guest-oriented professional? Do you have a dynamic personality, and willingness to go beyond what is expected to create an outstanding experience for the hotel's guests? Then perhaps this job opportunity is for you!

We are currently looking to recruit an experienced Executive Housekeeper who will be reporting to the Head of Operations. More specifically, the Executive Housekeeper will be responsible to ensure that all guests will enjoy an exceptional and qualitative experience from the moment they arrive to our hotel until their departure by providing a clean and tidy environment as well as creating and maintaining a highly productive, engaged, and satisfied team.

Main responsibilities:

- Assist in the development of policies, procedures and action plans to ensure the effective and cost-efficient operation of the Housekeeping department and monitor their effective implementation through key performance indicators
- Assist in the development of the departmental budgets and ensure that the department operate within the approved budgets
- Work closely with the Finance department to ensure sufficient supplies
- Coordinate and ensure for the effective daily operation of the department including sufficient number of employees per area, cleanliness and tidiness of the facilities as per the hotel's guidelines and health, safety, hygiene and quality standards
- Ensure that the laundry and linen keeper store operate smoothly
- Conduct inspections and audits to all the facilities to ensure quality and quantity of work
- Identify hazards and inform accordingly the Technical Manager for corrective actions
- Work closely with the Technical Manager for the coordination of the preventive and corrective maintenance schedule
- Have a proactive approach to anticipate guests' needs, improve guests' satisfaction levels, and when necessary, introduce new initiatives and programs to improve the satisfaction levels
- Ensure that the guests' complaints are handled properly and on time and make the necessary actions to reverse an unpleasant experience
- Prepare reports related to the activities of the department and when needed suggest amendments to optimize the department's operation
- Create and maintain a friendly, inclusive, and supportive working environment
- Supervise, inspire, mentor, and develop the Housekeeping team
- Provide constructive feedback to employees to enable them to achieve their full potential
- Prepare employees' rosters as per the hotel's bookings
- When needed, perform the Housekeeper responsibilities to ensure that all guests have an exceptional, smooth, and uninterrupted experience at all times

The ideal professional shall have the following qualifications, experiences and skills:

- High school diploma
- Diploma or University degree in Hospitality Management will be considered an advantage
- Minimum 3 years working experience in a similar role
- Very good knowledge of Greek & English languages
- Computer Literate
- Excellent management skills with hands-on approach
- Strong decision making & problem-solving capabilities
- Organising & planning
- Guest-oriented mindset
- Attention to detail
- Pleasant and integer personality
- Flexibility and adaptability
- Self-motivation

What we offer:

- Competitive remuneration package
- Continuous learning opportunities
- Be the first to know the hotel's new career opportunities
- Complimentary meals and beverages
- Discounts on restaurants, bars, spa and much more.

If you are intrigued by the idea of joining the newly established team of The Nines hotel, we will be happy to receive your CV at hr@thenineshotel.eu. The job vacancy will be open until the **10th of November 2023**.

All applications will be treated confidentially, and all applicants' personal details will be kept in our database for a period of 1 year for current and future job vacancies.

For further information about the job vacancy, you may contact us at +357 23 725 111.