

<https://thezenwellnessresort.com/job/s-v-housekeeping/>

S.V. Housekeeping

Description

- Ensuring high standards of cleanliness and presentation.
- Efficiently managing staff and resources.
- Maintaining excellent guest satisfaction.
- Key objectives involve training and supervising staff.
- Conducting quality control inspections managing inventory.
- Resolving guest complaints.
- Focuses on operational efficiency, cost control, and compliance with health and safety standards.

Responsibilities

Performance and quality objectives

Maintain cleanliness and presentation: Ensure all guest rooms and public areas meet or exceed the organization's standards for cleanliness and appearance.

Conduct quality control: Perform regular inspections of cleaned areas to ensure work is up to standard and identify any issues.

Ensure guest satisfaction: Respond to and resolve guest complaints promptly and professionally.

Improve service standards: Train staff on both cleaning techniques and customer service excellence to enhance the guest experience.

Staff and operational management objectives

Manage staff performance: Train, mentor, schedule, and supervise housekeeping staff, and conduct performance evaluations.

Ensure operational efficiency: Assign tasks efficiently and manage the team's workload to ensure proper coverage and prompt completion of duties.

Manage inventory and supplies: Monitor stock levels of cleaning supplies and equipment, and manage purchasing to ensure cost-effectiveness and minimal waste.

Coordinate with other departments: Liaise with other departments, such as maintenance and front office, to address issues, manage guest requests, and maintain a cohesive operation.

Safety and compliance objectives

Enforce safety protocols: Ensure all staff members are trained on and comply with occupational health and safety standards.

Report maintenance needs: Promptly report any maintenance or repair issues to the appropriate department.

Hiring organization

The Zen Wellness Resort

Employment Type

Full-time

Reporting to

Asst. Housekeeper

Job Location

Aswan Western Agricultural Road,
1252031, New Aswan City, Egypt

Date posted

November 4, 2025