

Floor Supervisor

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Company: Mandarin Oriental Hotel

Location: Bodrum

Category: other-general

Floor Supervisor

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Property / Office:Mandarin Oriental, Bodrum

LocationBodrum, Turkey

Mandarin Oriental Hotel Group

Mandarin Oriental Hotel Group is the award winning owner and operator of some of the most luxurious hotels, resorts and residences located in prime destinations around the world. Increasingly recognized for creating some of the world's most sought-after properties, the Group provides 21st century luxury with oriental charm. Above all, Mandarin Oriental is renowned for creating unique hotels through distinctive design and a strong sense of place, luxury hotels right for their time and place.

Mandarin Oriental, Bodrum

A stunning resort overlooking the Aegean Sea, Mandarin Oriental, Bodrum is where dreams come true. A luxury 5-star hotel retreat with two private beaches and excellent leisure facilities, we invite you to lie back, relax and savour the moment. With an idyllic location in Paradise Bay, we offer a seductive blend of style, serenity and 5-star comfort. With a range of gourmet restaurants, relaxing spa and choice of rooms, suites and villas, our unique resort is world-class.

Duties and Responsibilities

To support the Laundry and Valet team in order to deliver the quality service standard to our guests.

To report, control and follow up on any Engineering issues and planned preventative maintenance programme

To investigate and follow through any guest complaints, losses, damages pertaining to laundering services.

To carry out and report accurately weekly linen stocktake in the absence of the Laundry Manager.

To assist in implementing and maintaining the Safe & Sound procedures and standards in the Landry department and to ensure these standards are met on a daily basis.

To provide timely and quality service to guests and residents and to ensure all queries are handled to achieve full satisfaction.

To manage the hotel uniforms issuing process, ensuring continuity in appearance and grooming standards within hotel.

To ensure the department and the storeroom are kept in a tidy and clean condition.

To place the necessary purchase orders timely to maintain the par stock levels of uniforms and linen.

To perform weekly stocktake of the laundry operating supplies and place weekly orders on timely manner.

To ensure periodic inspection of all laundry equipment is undertaken and liaise with suppliers regarding maintenance and parts replacement.

Requirements

At least 2 years practical experience in similar position for a luxury property

Adheres to, supports and carries out the strategic Company's vision and values

Displays high commitment to improving customer services

Ability to motivate team and build morale

Ability to anticipate and assess issues, risks and opportunities and develop new approaches

Accepts responsibility and accountability

Advertised 09 Jan 2024 GTB Standard Time

Applications close: 31 May 2024 GTB Daylight Time

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