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Housekeeping Office Coordinator

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Company: LXR by Hilton

Location: Bodrum

Category: other-general

A Housekeeping Office Coordinator is responsible for managing the housekeeping office to deliver an excellent Guest and Member experience while receiving all incoming calls and managing guest requests.

What will I be doing?

As a Housekeeping Office Coordinator, you are responsible for managing the housekeeping office to deliver an excellent Guest and Member experience. A Housekeeping Office Coordinator will also be required to receive all incoming calls and manage guest requests. Specifically, you will be responsible for performing the following tasks to the highest standards:

Manage the Housekeeping office

Receive all incoming calls and respond accordingly

Allocate room and task lists to team members

Ensure keys are issued in line with security procedures

Log and store all lost property after each shift; send lost property to guests in line with procedures

Manage guest requests and enquiries immediately

Ensure all relevant guest information is communicated to Housekeepers

Carry out administrative and IT duties

Organise and control extra duties and special tasks

Report all necessary maintenance daily and log all jobs

Liaise with Reception and Guest Relations to ensure all information is communicated efficiently and promptly

Ensure that communication has been clear and consistent to all shifts

Control staff dry cleaning and guest laundry in and out of the department

Update system regularly to give maximum room return to the hotel/s active inventory

Handle emergencies if and when they occur in the department

Ensure all team members adhere to Health and Safety Regulations

Carry out any other reasonable task set by the Hotel's Management

What are we looking for?

A Housekeeping Office Coordinator serving Hilton brands is always working on behalf of our Guests and working with other Team Members. To successfully fill this role, you should maintain the attitude, behaviours, skills, and values that follow:

IT proficient

Excellent organisational and planning skills

Accountable and resilient

Good communication and telephone skills

It would be advantageous in this position for you to demonstrate the following capabilities and distinctions:

Previous hotel housekeeping experience

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