

Mbali Mbali Lodge – Job Opportunity

Position: Housekeeping Manager

Key Responsibilities

- Oversee the daily cleaning, arrangement, and presentation of all guest rooms and housekeeping storage areas.
- Ensure rooms are prepared according to lodge standards before guest arrivals and after check-outs.
- Conduct regular room inspections and trend reporting to ensure product quality is maintained.
- Ensure amenities, linens, and supplies are replenished and maintained in excellent condition.
- Supervise, train, and mentor housekeeping staff to adhere to company standards.
- Respond promptly and professionally to guest requests and room-related concerns.
- Handle guest complaints tactfully and implement corrective actions to prevent recurrence.
- Manage and monitor inventory of linens, guest amenities, cleaning materials, and housekeeping equipment.
- Report damaged items, faults, or maintenance needs promptly.

Qualifications & Experience

- Diploma or Degree in Hospitality Management or a related field.
- Minimum of 3–5 years' experience in housekeeping management in a lodge, hotel, or camp environment.
- Strong leadership, communication, and staff management skills.
- Knowledge of cleaning procedures and room standards.
- Ability to multitask and solve problems efficiently.

How to Apply

Send your CV, cover letter, and professional certificates to **hrm@mbalimbali.com** with the email subject "APPLICATION FOR HOUSEKEEPING MANAGER POSITION". Applications without the correct subject will not be considered.

Note

Only shortlisted candidates will be contacted. Early applicants will be given priority. Mbali Mbali Lodge is an equal opportunity employer and welcomes applications from all qualified individuals.