

Hotel Le Royal Luxembourg, 5 stars, member of « The Leading Hotels of the World », and located in the heart of Luxembourg city, is looking for a long term contract an:

## **EXECUTIVE HOUSEKEEPER (H/F)**

***Effective date : Immediate or to be agreed***

You will lead our dedicated Housekeeping department who plays a vital role in shaping the guest experience by ensuring every room and space across the hotel is immaculate, welcoming and consistently maintained to our standards. Additionally, you will be supported by an Assistant Head Housekeeper and several Floor Supervisors who focus on the smallest of details and ensure every room is prepared to perfection. Moreover, you will be responsible for the smooth operation of our internal laundry, all public areas and night cleaning.

### **YOUR RESPONSIBILITIES**

As a Head Housekeeper you will be responsible for:

- Leading and maintaining the smooth operation and efficiency of the Housekeeping Department
- Will have the operational responsibility for designated areas: guest satisfaction; product quality; operational efficiency; staffing matters
- Oversee the financial performance of the Housekeeping department including laundry
- Lead the housekeeping team, in order to create stories of distinction for our guests.
- Ensuring that the highest standards are maintained at all times.
- The development and ongoing learning of our housekeeping team members
- Ensuring that each of our rooms, finest linens and amenities are kept in exceptional condition.

### **YOUR PROFILE:**

Successful candidates for our Head Housekeeper opportunity will:



- Have excellent communication skills, and be able to lead and manage a large team.
- Demonstrate genuine dedication to Hotel le Royal and show a commitment to consistent quality in our product and service.
- Demonstrate an absolute understanding of our guests needs to create exceptional service experiences, that result in lasting memories
- Be motivated, creative and have worked in a similar role, within a five star environment.
- You will have a passion for quality products and service, be a team player who is an avid learner who wants to be challenged and developed.
- Be able to work in a detailed, fast paced environment, and be able to adapt to our guests changing needs.

### *Why to join our team ?*

This is an exciting role for a talented individual who is looking for a new challenge and wants to join a fast paced and high performing hotel team renowned for their approach and delivery of unparalleled service.

If interested please send your complete application (resume, cover letter and references) to Mrs Khadija TIZGHOINE IDJENNADEN at: [recruitment@leroyal.lu](mailto:recruitment@leroyal.lu)

