

Laundry Manager

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Company: RIXOS

Location: Abu Dhabi

Category: healthcare-practitioners-and-technical

Job Description

WHAT WE EXPECT OF YOU:

MAIN DUTIES AND RESPONSIBILITIES:

- 1 . 1 . 1 . Direct laundry and uniform personnel to ensure consistent supply of clean, neat and quality linens and uniforms.
- 2 . Perform laundry activities according to health standards department.
- 3 . Conduct interview, supervise, train, schedule, counsel and evaluate staff.
- 4 . Ensure laundry equipment and facility are in best operating condition.
- 5 . Perform laundry functions in complete compliance with guidelines and requirements.
- 6 . Manage and control departmental financial processing.
- 7 . Conduct budgeting, purchasing, payroll, forecasting and inventory control.
- 8 . Report to the Housekeeping Manager and /or the Executive Housekeeper about activities progress and issues if any.

- 9 . Ensure to maintain top level cleanliness by following set policies, standards and procedures.
10. Lead staff relations effectively within laundry department.
11. Handle concerns of guest and follow up on activities as required.
12. Conduct communication meetings once in month and ensure employee performance effectively.
13. Ensure to promote actively team work within laundry department and maintain strong interdepartmental relations.
14. Plan, organize and hire all laundry colleagues.
15. To supervise the Laundry operations ensuring that the hotel standards and procedures are fully known and followed.
16. To supervise outsourced laundry services, for quality and standard procedures.
17. To ensure all the equipment utilized in the laundry is well set-up and maintained and the related instructions and cycles are well adapted and followed-up.
18. To ensure a correct and economical use of all the chemicals and that the formulas are respected.
19. To ensure a proper storage of the chemicals, respecting the environmental procedures.
20. To maintain the linen and laundry par stocks.
21. To ensure laundry staff has a full knowledge of all the textiles and their proper care.
22. To constantly check the linen, uniform for cleanliness and defects and to recommend replacement if necessary.
23. To maintain constant linen flow to the floors and the outlets.
24. To ensure proper distribution of all articles and efficient handling of guests,

managers and employees uniforms.

25. To maintain a record of consumption of all the chemicals per wash and to prepare monthly productivity reports.
26. To assist laundry and housekeeping operations during daily peak hours.
27. To ensure work areas and stores are always in a good state of maintenance and that fire hazards and safety hazards are removed.
28. To ensure uncompromising levels of cleanliness and maintenance through each employee's responsibility.
29. To maintain complete and readily accessible files.
30. To continuously study and evaluate the operations and procedures to increase revenue and productivity.
31. To ensure proper handling of lost and found items.
32. To participate in monthly inventories.
33. To follow up daily check lists.
34. To ensure a proper use of the telephone etiquette as per Rixos standards.
35. To call the Assistant Executive Housekeeper/ Executive Housekeeper for advice in serious cases or if an approval is required.
36. To work closely and enthusiastically with other departments to ensure teamwork and the smooth efficient operation of the hotel.
37. To manage any guest complaint in a professional manner, by owning it, resolving it to the guest satisfaction and recording it.
38. To ensure a proper coverage and supervision of the Laundry at all times.
39. To respect schedules, terms and deadlines as agreed with the Management.
40. To ensure that all team members are updated with the latest administrative, organizational, operational or other changes and news.

41. To conduct / attend a daily line up briefing with the Laundry team to recapitulate tasks and activity.
42. To share daily activity highlights with the Assistant Executive Housekeeper and / or Executive Housekeeper, including internal and external guest opportunities.
43. To assist in fulfilling administrative responsibilities and monitoring activities.
44. To be an ambassador of the Laundry and of the hotel, in and outside the work place.
45. To assist in interviewing potential candidates and in new employees integration in liaison with the HR Department.
46. To create an atmosphere of high morale and a happy working relationship among the staff.
47. To develop staff motivation and performance through action plans. To be involved in staff retention and satisfaction.
48. To ensure trainings and regular “refresher” courses are conducted and attended as scheduled.

Other Duties

- 1 . 1 . 1 . To report for duty punctually wearing the correct uniform and name tag. To maintain a high standard of personal appearance and hygiene and adhere to the hotel and department appearance standards.
- 2 . To provide friendly, courteous and professional service at all times.
- 3 . To maintain good working relationships with colleagues and all other departments.
- 4 . To read and understand the hotel’s Employee Handbook and to adhere to the hotel’s rules and regulations and in particular, the policies and procedures relating to Fire, Hygiene, Health and Safety.
- 5 . To comply with local legislation as required.

- 6 . To respond to any changes in the department as dictated by the needs of the hotel.
- 7 . To be flexible and extend job duties to carry out any other reasonable duties and responsibilities within the job capability as assigned, including redeployment to alternative departments/areas if required, to meet business demands and guest service needs.
- 8 . To attend training and meetings as and when required.

Array

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