United Arab Emirates Jobs Expertini®

Laundry Supervisor

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

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We are far more than a worldwide leader. We are more than 240 000 women and men who share something unique.

Each and every day we host the world. We care for millions of people. We are all moved by curiosity. We love blending cultures. We are proud of our differences

Yes, we lead the way. But we want to go further, with audacity, with imagination, with passion

Sofitel Dubai The Obelisk

Sofitel Dubai the Obelisk is Sofitel's largest property in the Middle East. The hotel features 594 luxury guestrooms inclusive of 68 suites and 96 serviced apartments in the heart of Dubai. A variety of trendy restaurants and bars including a contemporary Asian restaurant, a Gastro Pub, a French Brasserie and Pool Bar & Lounge bring residents and patrons together to celebrate the French "Joie de Vivre". Guests have the option to unwind at the Sofitel Spa with L'Occitane and outdoor pools with private cabanas or workout in a fully-fledged fitness center. Business travelers have access to 1,589 square meter of meeting space including one state-of-the-art ballroom ideal for the most sought after social gatherings.

Part of the Wafi Mall new extension and close to the iconic Raffles Dubai, Sofitel Dubai the Obelisk will infuse the brand's essence with capitalizing on a perfect balance of modernism and ancient Egypt reflective of the renowned design elements of Wafi. If you are as excited

as we are about connecting hearts and showing your guest passion, join us as the next Heartist – Front Office Supervisor and help us to make Sofitel Dubai the Obelisk a truly welcoming destination!

Job Description

The Position

To manage the hotel laundry operation effectively and efficiently ensuring excellent Laundry/dry-cleaning services in accordance with Sofitel standards.

KEY ROLES & RESPONSIBILITIES

Supervise and train staff in day-to-day laundry operations and prioritizing of daily tasks

Ensure guest laundry, dry cleaning and pressing is completed according to set standards

Ensure all guest requests are promptly and professionally met; liaise with Resident Services Manager and Butler team in this respect

Records guest and staff laundry lists accurately

Fully complies with Opera system requirements, by posting bills accurately and on time

Ensure that guest supplies are in stock

Assist Laundry Manager in assessing staff attendance and performance

Assists Laundry Manager in the processing of all departmental paperwork

Assist Laundry Manager in taking proper inventories and quality checks

Training the team in LQA standards

Conducts daily briefings with staff

Proper fillings of all laundry reports

Regular check all laundry machinery ensuring all filters are cleaned regularly and press covers are in good condition; reports any machine defects to Engineering

Ensure staff are using laundry equipment properly and keeping them in good condition

Assist and liaise with Housekeeping Manager regarding the laundering of sundry guest room items e.g. net curtains, cushion covers

Liaise with Linen/Uniform Room Supervisor re: processing of Linens and Uniforms

Keep a strict control of items sent for laundering by staff members

Complies with hotel's health, safety and hygiene policy

Adheres to personal grooming and hygiene standards

Fully understands the difference of guest levels (VIP)

Qualifications

PERSONAL ATTRIBUTES

Must be able to lead and manage a team and have previous experience of doing so

Knowledge of Opera Property Management System would be desirable

Must be proficient in Microsoft Office

QUALIFICATIONS

Post Secondary education

EXPERIENCE

Minimum 3 years Laundry experience preferably in a luxury hotel environment with 1 year at a supervisory level

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Cross References and Citations:

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