



## MASENO UNIVERSITY

### ADVERTISEMENT

Kisumu Hotel is a Three (3) Star rated facility owned and run by Maseno University. It is located within the Central Business District (CBD) in Kisumu City.

Maseno University invites applications from suitably qualified and experienced persons for the positions listed below:

#### **1. General Manager Kisumu Hotel – Grade 13 (1 Position) REF: ADM/01/07/17**

#### **NOTE:**

This position shall be tenable for a contractual period of Three (3) years based on annual performance assessment, upon which the holder shall be eligible to apply for another term.

#### Desired Qualifications

The applicant must be holders of a Bachelors Degree in Hospitality Management with at least five (5) years experience in senior management of a hotel.

#### **OR**

Higher National Diploma in Hospitality Management with at least ten (10) years management experience in a busy hotel rated three stars and above.

The General Manager must possess strong communication skills, demonstrate outstanding leadership and problem solving skills and be a team player. The General Manager must be computer literate and conversant with the latest trends in the hotel and hospitality management.

#### Duties and responsibilities

The General Manager shall report to the Deputy Vice-Chancellor Administration, Finance and Development for the performance of the following responsibilities:

- Planning and managing catering, accommodation and other hotel services
- Development and implementation of hotel policies
- Preparing budgets and financial planning for the hotel
- Setting targets and achieving the targeted sales and profits
- Maintenance, renovations, furnishings and improvement of hotel facilities
- Human resource management of hotel staff
- Ensuring all guest related issues are resolved promptly in line with hotel policies.

## **2. House Keeping Manager – Grade 10 (1 Position) REF: ADM/02/07/17**

### **NOTE:**

This position shall be tenable for a contractual period of Three (3) years based on annual performance assessment, upon which the holder shall be eligible to apply for another term.

### Desired Qualifications

The applicant should be a holder of Higher National Diploma in Hotel management. Those with Bachelors degree in Hospitality Management will have added advantage. He/ she should have least three (3) years relevant experience 2 of which in senior management in a 3 star hotel and should have operational knowledge of Hotel Property Management Systems. Additional professional qualifications and management programs will be an added advantage.

### Duties and responsibilities

The House Keeping Manager shall report to the General Manager for the performance of the following responsibilities:

- Responsible for the entire operation of the Housekeeping and Laundry department and the delegation of duties.
- Providing strong leadership and is readily accessible to staff. Support a highly motivated and trained staff that continually strives for excellence in service and cleanliness.
- Establishing standards and procedures for work of housekeeping to enhance uniformity and quality of work.
- Preparing daily, weekly and monthly departmental reports and present to the management to aid in decision making.
- Responding to and follow through on guest requests, concerns and problems. Ensure that excellent customer service is a hallmark of the Housekeeping and Laundry Department
- Holding monthly department meetings keeping staff informed of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team atmosphere and culture.
- Preparing staff work schedules bases on present and anticipated occupancy levels. Consistently monitor and control all labor cost, achieving targeted payroll and productivity.
- Managing operating expenses to minimize costs while still maintaining excellent guest services. Responsible for preparing and developing budget, forecasting and financial planning of the department.
- Monitoring the administrative functions of the office to ensure accurate record keeping throughout the department. Maintaining inventories of amenities, linen and other supplies to ensure items are in stock and reordered in a timely manner.

- Supervising and conducting daily detailed inspection of guest rooms, public areas, Back of the House. Ensure compliance with hotel's Standards of Excellence, health, sanitation standards and regulations, to achieve a high level of cleanliness and guest satisfaction.

### **3. Front - Office Manager – Grade -10 (1 Position) REF: ADM/03/07/17**

#### **NOTE:**

This position shall be tenable for a contractual period of Three (3) years based on annual performance assessment, upon which the holder shall be eligible to apply for another term.

#### Desired Qualifications

The applicant should be a holder of Bachelors degree in Hospitality Management. He/ she should have at least three (3) years relevant experience two (2) of which in senior management in a 3 star hotel. He/ she should have operational knowledge of Hotel Property Management Systems. Additional professional qualifications and management programs will be an added advantage.

#### Duties and responsibilities

The Front Office Manager shall report to the General Manager for the performance of the following responsibilities:

- Managing and monitoring activities of all employees in the Front Office department making sure they adhere to the standards of excellence and to the guidelines in the hotel policies and procedures, coaching, training and correcting where needed.
- Maintaining a professional and high quality service oriented environment at all times.
- Acting as manager on duty for the hotel, dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise.
- Informing all Front Office staff of daily activities, group and VIP arrivals as well as special requests and repeat guests. Check accommodations, making sure any special requests are carried out accordingly, greet guests upon arrival and ensure escort to accommodations if appropriate.
- Setting Front Office Budget, monitor Profit & Loss and cash handling throughout the year, Supervise Up selling program at the Front Office and maximize revenue for the hotel.
- Working closely with the Housekeeping Department to improve guest services and foster cross departmental communication.
- Holding monthly department meetings keeping staff informed of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team atmosphere and culture.

Be aware and able to enforce all fire-life-safety procedures. Remain current in all updates with regards to new procedures and training. Ensure staff is fully trained in emergency procedures. This position is a member of the hotel's emergency response team.

#### **MODE OF APPLICATION**

- (i) Ten (10) copies of applications should be submitted together with curriculum vitae giving details of applicant's age, marital status, academic and professional qualifications, work experience, present post and salary, telephone contact, names and addresses of three referees, copies of academic certificates, copy of ID, and any other relevant supporting documents.
- (ii) Applications should be submitted in a sealed envelope clearly indicating the reference number and be addressed and delivered to:

**DEPUTY VICE-CHANCELLOR  
ADMINISTRATION, FINANCE AND DEVELOPMENT  
MASENO UNIVERSITY  
P.O. PRIVATE BAG,  
MASENO**

**So as to be received on or before (two weeks from the date of advert) 2017**

Maseno University is an equal opportunity employer and persons with disabilities are encouraged to apply. Canvassing will lead to automatic disqualification. Only shortlisted applicants will be contacted.