



UNITED REPUBLIC OF TANZANIA
MINISTRY OF EDUCATION, SCIENCE AND
TECHNOLOGY
UNIVERSITY OF DAR ES SALAAM



VACANCIES ANNOUNCEMENT
(RE-ADVERTISEMENT)

Introduction

The University of Dar es Salaam invites dynamic, proactive, experienced and suitable qualified Tanzanians to fill vacant posts of a Hotel Housekeeper and Public Area Assistant.

1. Hotel Housekeeper Position (1 Post)

Job Summary

A hotel housekeeper is responsible for ensuring rooms and other areas of a hotel are kept clean everyday. The job entails making beds, replacing used towels with new ones, vacuuming carpets, and cleaning and disinfecting bathrooms and ensuring new toiletries provided by the hotel are placed at appropriate places. The housekeeper is particularly expected to carry out a series of cleaning functions when a guest leaves the hotel, such as changing bed sheets and polishing the furniture to keep them looking good for the use of another guest.

The housekeeper should also look out for items the guest may have left behind and report to the immediate supervisor. The role of the housekeeper in the operation of a hotel also entails observing the condition of the room and all the necessary facilities are in the right conditions.

The job also involves keeping conference rooms, lobby, hallways, and the carpets by vacuuming them. It also involves cleaning the furniture and windows. Housekeepers may also work in a hotel's laundry department by

washing and drying linens like towels and sheets and restock linen carts in addition to their cleaning duties.

Duties and Responsibilities

- Performs cleaning duties in all guest areas and back of house.
- Consistently offers professional, friendly, and engaging service.
- Ensures housekeeping departmental standards are followed.
- Responds timely to guests' special requests for miscellaneous items like toilet paper, paste, cribs, extra towels, etc.
- Maintains inventory of necessary supplies.
- Reports necessary maintenance items.
- Follows departmental policies and procedures.
- Follows all safety and sanitation policies
- Assists other departments when needed to ensure optimum service to guests.
- Performs any other duties may be assigned by Supervisor.

Key competences: Excellent communication and organizational skills, strong interpersonal and problem-solving abilities, highly responsible & reliable, ability to work cohesively as part of a team and good organizational and time-management skills.

Qualifications: Holders of certificate or Vocational/Technical certificate in house-keeping, hotel operations, hospitality or front office operations or related fields.

Experience: The applicant should have at least one (1) year experience in hospitality industry or hotel operations i.e. previous housekeeping experience a plus.

2. Public Area Assistant (1 Post)

Job Summary

A Public Area Assistant is responsible for ensuring all public places of a hotel are kept clean everyday. The job entails cleaning all the public places including wash rooms, kitchen, restaurant, bar, conference facilities. The public-area assistant is also responsible for the cleaning of different utensils at the hotel and other public places as assigned by the immediate supervisor. The public area assistant should also look out for items the guest may have left behind in different public areas and reported to the Hotel manager. The public area assistant should ensure all the time the public places are kept and all the necessary amenities are in place.

Duties and Responsibilities

- Performs cleaning duties in all public places.
- Ensures public area cleaning standards are followed.
- Ensure all the necessary items like toilet paper, toiletries, water are in place.
- Maintains inventory of necessary supplies.
- Consistently offers professional, friendly, and engaging service.
- Reports necessary maintenance items.
- Follows departmental policies and procedures.
- Follows all safety and sanitation policies
- Assists other departments when needed to ensure optimum service to guests.
- Performs additional duties as needed.

Key competences: Excellent communication and organizational skills, strong interpersonal and problem-solving abilities, highly responsible & reliable, ability to work cohesively as part of a team and good organizational and time-management skills.

Qualifications: Holders of certificate or a Vocational/Technical certificate in public area cleaning, hotel operations, hospitality or front office operations or related fields.

Experience: The applicant should have at least one (1) year experience in hospitality industry or hotel operations i.e. previous public area cleaning is a plus.

General Guidelines for the two posts

Language: Preferably English and Kiswahili.

Age Limit: Must not exceed 50 years of age.

Remuneration: Attractive package.

Reports to: Hotel Manager.

Terms of Employment: Fixed term contract may be renewed based on the performance.

Application Requirements: Applicants must enclose application letter, curriculum vitae, and certified true copies of academic credentials including birth certificate.

Application Submission: Applications are submitted through UDSM recruitment portal by using the following address:

https://hrmis.udsm.ac.tz/hrportal/index.php/application_list and not otherwise.

A signed application letter should be written in either Swahili or English and addressed to

Dean

University of Dar es Salaam Business School

P.O. Box 35046 Dar es Salaam.

Application Deadline: 19th April, 2023