

Assistant Laundry Manager - Wyndham Grand Manama - Kingdom of Bahrain

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Company: Tanqeeb

Location: Bahrain

Category: other-general

Wyndham Grand is now seeking an Assistant Laundry Manager - Wyndham Grand Manama - Kingdom of Bahrain to join our team at Wyndham Grand Manama, Manama.

Job Summary

The Assistant Laundry Manager is responsible for ensuring the operation of the Laundry Department in an attentive, friendly, efficient and courteous manner, providing all guests with quality products and a clean and safe environment throughout their stay, while efficiently managing expenses and maximizing service levels.

Education & Experience

At least 2 years of progressive experience in a hotel or a related field; or a 4-year college degree; or a 2-year college degree and 1 or more years of related experience.

Supervisory experience required

Physical Requirements

Long hours sometimes required.

Medium work - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

General Requirements

Must be able to effectively communicate both verbally and written, with all level of employees and guests in an attentive, friendly, courteous and service oriented manner.

Must be effective at listening to, understanding, and clarifying concerns raised by employees and guests.

Must be able to multitask and prioritize departmental functions to meet deadlines.

Approach all encounters with guests and employees in an attentive, friendly, courteous and service-oriented manner.

Attend all hotel required meetings and trainings.

Participate in M.O.D. coverage as required.

Maintain regular attendance in compliance with Wyndham Hotels & Resorts Standards, as required by scheduling, which will vary according to the needs of the hotel.

Maintain high standards of personal appearance and grooming, including wearing nametags.

Comply with Wyndham Hotels & Resorts Standards and regulations to encourage safe and efficient hotel operations.

Maximize efforts towards productivity, identify problem areas and assist in implementing solutions.

Must be effective in handling problems, including anticipating, preventing, identifying and solving problems as necessary.

Must be able to understand and evaluate complex information, data, etc. from various sources to meet appropriate objectives.

Must be able to maintain confidentiality of information.

Perform other duties as requested by management.

Maintain a warm and friendly demeanor at all times.

Fundamental Requirements

Employees must, at all times, be attentive, friendly, helpful, and courteous to all guests, managers, and fellow employees.

Respond to all guest requests, problems, complaints and/or accidents presented through reservations, comment cards, letters and/or phone calls, in an attentive, courteous and efficient manner. Follow up to ensure guest satisfaction.

Motivate, coach, counsel and discipline all Laundry personnel according to Wyndham SOPs.

Ensure compliance to Standard of the Week training, using the steps to effective training according to Wyndham standards.

Keep daily production records, and maintain quality standards for all linen and terry.

Identify linen abuse and/or damage. Take proactive steps to rectify the source of any

problems.

Assist in maintaining proper par levels for all linen and terry.

Ensure that all employees are fully trained in emergency procedures.

Ensure that all equipment is maintained in good working condition through daily shift checklists, as well as through Engineering preventative maintenance programs.

Ensure that Laundry chemical expense is within vendor guarantee as contracted.

Oversee daily linen requisitions.

Coordinate pre-treating and reclaim of soiled or stained linen as necessary.

Oversee staff with product/chemical training and safe operation of equipment.

Ensure compliance with all corporate Risk Management standards (MSDS, HazComm, etc.).

Develop employee morale and ensure training of Laundry personnel.

Maintain required pars of all Laundry supplies by ordering all needed supplies and amenities on a monthly or quarterly basis.

Conduct monthly and/or quarterly linen/terry inventories on a timely basis.

Conduct pre-shift meetings for Laundry employees.

Respond to emergency situations using information contained in MSD sheets. Keep MSD sheets current and easily available.

Review Laundry staff's worked hours for payroll compilation and submit to Accounting on a timely basis.

Prepare employee Schedule according to business forecast, payroll budget guidelines and productivity requirements.

Maintain Wyndham SOPs regarding Purchase Orders, vouchering of invoices and checkbook accounting.

Maintain a professional working relationship and promote open lines of communication with managers, employees and other departments.

Ensure implementation of all Wyndham policies and house rules. Understand hospitality terms.

Ensure sign off of all Service Standards by Position competencies for Laundry staff.

Operate pagers and radios efficiently and professionally in communicating with hotel staff. Ensure the proper use of radio etiquette within the department.

Monitor all VIPs, special guests and requests.

Review Laundry log book on a daily basis.

Maintain employee uniform inventory. Store and issue uniform items for all departments (where applicable).

Maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs.

Properly store, secure and issue supplies as needed to meet business demands.

Ensure completion of regular maintenance and cleaning projects on a biannual basis.

Ensure overall guest satisfaction

COMPANY OVERVIEW:

Wyndham Hotels & Resorts is the world's largest hotel franchising company by the number of properties with approximately 9, hotels across over 95 countries on six continents. Through our network of more than , rooms appealing to the everyday traveler, Wyndham commands a leading presence in the hospitality industry. Headquartered in Parsippany, N.J. with offices around the world in London, Shanghai, Buenos Aires, Dubai and more, Wyndham employs more than 2, corporate team members worldwide who are dedicated to the Company's mission of making hotel travel possible for all. Supporting thousands of franchisees and a growing global portfolio of 24 hotel brands—think household names like Wyndham, La Quinta, Ramada, Days Inn and Super 8—Wyndham team members are a widespread group of individuals with diverse interests and backgrounds. Our unique Count on Me culture, commitment to flexibility and core values of Integrity, Accountability, Inclusivity, Caring and Fun are just part of what continues to make Wyndham an award-winning best place to work.

Job Location Wyndham Grand Manama, Building , Road , Block Manama
Seafront, Manama, Manama NA
Employment Status: Full-time

Employment Disclaimer

In some locations around the world, Wyndham Hotels & Resorts manages hotel properties on behalf of a third party owner. At many of those properties, the Hotel owner is the actual employer, and Wyndham Hotels & Resorts performs recruiting and hiring functions on behalf of the owner. I understand and agree that, by applying through this site, I may be applying for a position with a company other than Wyndham Hotels & Resorts where Wyndham Hotels & Resorts is serving only as the recruiter and will not be my actual employer.

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