

VACANCY

CORAT Africa is a Pan African Christian Company based in Nairobi whose core business is Leadership Development, Management Training, Consultancy and Research services to Churches and Church related organizations in Africa. It has a Management and Development Centre in Karen offering Accommodation and Conference facilities. CORAT Africa seeks to recruit highly motivated staff to fill in the following five positions at this Centre.

1. Hospitality & Service Manager

Required Training and Skills

- Bachelor's degree in Hospitality Management, Hospitality Sciences, Food & Nutrition, Business Administration or any other related field. Diploma in Hotel Management holders with exceptional experience may be considered.
- A minimum of 8 years of work experience in a busy hospitality institution
- Effective communication & listening skills
- Ability to remain calm, patient and polite when dealing with customers
- Skills in preparation of budgets, work schedules and business proposals/ quotations
- Human Resource Management skills
- Hands on experience in business development, marketing, service and operations
- Aged between 35 and 45 years

2. Front Office Receptionist

3. Room Steward

4. Cook

5. Waiter / Waitress

For more relevant information, visit www.coratafrica.com. Interested and qualified candidates should forward their online applications enclosing a detailed C.V. with contact addresses, email, and telephones of three referees. Please indicate your current and expected salary and also your current employer to the address here below. Submit your application not later than **26th February 2018**. *Only shortlisted candidates will be contacted.*

Managing Director
CORAT Africa P.O. Box 42493 - 00100
Nairobi, Kenya
Email: corat@coratafrica.com

JOB DESCRIPTION

HOSPITALITY & SERVICE MANAGER

1.0 JOB IDENTIFICATION

1.1 Job Title **Hospitality & Service Manager**

1.2 Reports To: **Managing Director**

2.0 PURPOSE OF THE JOB

LEADERSHIP RESPONSIBILITIES: Provides leadership and oversees all aspects of CORAT Management and Development Centre (CMDC) management in accordance with CORAT mission statement and values for optimal financial performance, guest satisfaction through quality and competitive services, within established quality standards.

3.0 SCOPE OF JOB

SUPERVISORY RESPONSIBILITIES: Supervises all CMDC departmental/sectional supervisors and personnel in accordance with the CORAT's policies and applicable laws.

The Job Holder is expected to carry out staff supervision responsibilities as follows:-

Staff Reporting Directly to Job Holder	Others Reporting Indirectly
<ol style="list-style-type: none">1. Sectional supervisors<ol style="list-style-type: none">a) Food & Beverage Sectionb) House Keeping Sectionc) Bookings and Reservationsd) Property Maintenance and Grounds Sectione) Front office reception desk2. Sales and Marketing Teams3. Others<ol style="list-style-type: none">a. Internsb. Casual workersc. Security service providers	<ol style="list-style-type: none">1. All other CMDC Personnel as may be designated

4.0 KEY DUTIES AND RESPONSIBILITIES

The job holder will be responsible for instilling ‘quality delivery of services to the customer,’ and to ensure that the applicable objectives of the Strategic Plan are achieved. Ensure all CMDC operations are carried out in an efficient and cost-effective manner resulting in a smooth running of CMDC that reflects high standards in operation.

4.1 Planning

- Planning organizing and directing all CMDC services including front office, /reception, reservation and bookings, housekeeping, food & beverages operations, property maintenance, security operations and customer care & service.
- Ensure CMDC long term and short-term strategies implementation in reference to the corporate five year strategy and annual plans.

4.2 Financial

Monitors the performance of the CMDC through verification and analysis of guest satisfaction, control budgets, adhering to systems and financial management and initiates corrective action on feed back.

- In consultation with the Management develop strategies that will enhance optimal return on CMDC as an investment in line with the Strategic Plan.
- In consultation with the Director – Finance, Administration & Strategy and the Finance Manager, monitor and lend oversight to budget implementation and implement effective cost control procedures.
- In consultation with the Finance department, prepare business quotations as required by customers
- Ensure Cost efficient costing of meal plans
- Ensure efficiency in stocks management
- Ensure proper maintenance of records pertaining to bookings and reservations, House Keeping, services rendered to clients, financial records and guest feedback and evaluation
- In consultation with the Finance department, ensure prompt billing and timely revenue collection from clients for services rendered
- Ensure adherence to CORAT policy on procurement procedures
- In collaboration with Procurement Committee, ensure complete documentation for all supplies and procurement is on record
- Establish and maintain applicable preventive maintenance programs to protect the physical assets of the CMDC
- Ensure compliance with CMDC Operations Procedure Manual

4.3 Human Resource Management

Responsible for establishment and maintenance of a pro-active Human Resource Management to ensure employees motivation, training and development.

- Responsible for the day to day management of CMDC staff
- Actively participate in the recruitment of CMDC employees

- Induct and monitor new recruits
- Plan work schedules and shifts for individuals and teams
- Ensure compliance with licensing laws, Health & Safety and all Statutory regulations
- Motivate and give direction to all employees
- Mentor and coach employees
- Plan and control staff off days and plan for staff annual leave
- Perform annual staff appraisal
- Create enabling environment for staff to achieve annual performance targets
- Ensure achievement of your annual performance targets.

4.4 Business Development, Sales and Marketing

Executes marketing, sales and operational activities producing results that meet or exceed the CMDC business plan

- In consultation with the Senior Management, develop a Business Plan with long and short term financial objectives
- Prepare a well coordinated plan with promotional and marketing activities resulting in a minimum bed occupancy rate of 70%
- Identify and increase potential business and client base
- Sustain client base through offering high quality products, services and care
- In consultation with the immediate supervisor, develop a price list variation when necessitated by extenuating circumstances
- Ensure to develop broad and innovative products based on market needs and trends

4.5 Customer Satisfaction

Create an operating environment that assures consistent guest satisfaction

- Attend to and resolve customers complaints promptly and efficiently
- Ensure smooth coordination of events and conferences
- Monitors the performance of CMDC through verification and analysis of guest satisfaction systems and financial reports

4.6 Property Management

Establish and maintain preventive maintenance programs to protect physical assets of CMDC

- Safeguard all assets under the CMDC portfolio through regular maintenance & repair works, of furnishings (maintenance and replacement) and necessary renovations
- Carrying out monthly inspections of the property, equipment and installations. Report findings to immediate supervisor for defects and areas of attention.
- Ensure effective security of guest and staff

4.7 Statutory Compliance

Ensures good safety practices of employees and guests assisting in the maintenance of proper emergency and security procedures

- Ensure CMDC trade licenses are valid and up to date
- Ensure compliance with tax requirements – Value added Tax, With Holding Tax and any other tax requirements
- Ensure staff medical check up by public health are done within stipulated time
- Ensure compliance with statutory requirements

4.8 Other Responsibilities

Perform any other duty as assigned by the Managing Director from time to time.

5.0 JOB SKILLS & REQUIREMENTS

No	CRITERIA	ESSENTIAL	DESIRABLE	REMARKS
5.1	Education qualifications, training and skills	<ul style="list-style-type: none"> • Bachelor’s degree in Hospitality Management, Hospitality Sciences, Food and Nutrition, Business Administration or any other related field. • Diploma in Hotel Management holders with exceptional experience may be considered. • Fluency (written and spoken) in English and Swahili • Proficiency in Microsoft Word 	<p>Any other Recognized Professional Certifications</p> <p>Additional languages will be an added bonus</p> <p>Microsoft EXCEL</p>	
5.2	Experience	<ul style="list-style-type: none"> • A minimum of 8 years of work experience acquired from a busy hospitality institution 	Between 8 – 10 years of experience from a reputable institutions	
5.3	Interpersonal skills	<ul style="list-style-type: none"> • Must possess excellent interpersonal skills with ability to interact with individuals from different nationalities and backgrounds • Ability to communicate effectively with the clients, Senior Management and support staff • Ability to remain calm and work under pressure 		
5.4	Personal Integrity	<ul style="list-style-type: none"> • Person of integrity and reliability • Must be trustworthy, respectful and transparent in all dealings • Be professional and immaculately dressed • Be fair and firm in dealing with employees and client • Be a good team player 		

5.5	Customer Focus	<ul style="list-style-type: none"> • Be sociable, friendly and welcoming to customers • Remain calm, patient and polite when dealing with customers • Be able to go out of your way to serve customers 		
5.6	Leadership	<ul style="list-style-type: none"> • Lead by example • Demonstrate professionalism in all dealings • Ability to motivate employees • Ability to resolve guests issues and complaints • Ability to manage conflicts • Be confident and self motivated • Be motivated to learn for self development • Ability to supervise, train and develop others • Ability to support, encourage and motivate others • Ability to coach, guide and give feedback to others • Set and achieve targets 		
5.7	Listening skills	<ul style="list-style-type: none"> • Excellent listening skills especially with guests & staff • Ensure guest satisfaction through regular Feedback 		
5.8	Management	<ul style="list-style-type: none"> • Must have prior experience in developing and executing budgets and plans, create work schedules and prepare proposals/quotations • Ability to supervise operations • Ability to prepare reports • Ability to plan in advance & maximize on profits • Must be a people oriented person • Ensure time keeping and attendance • Ability to work with minimal supervision in a busy environment • Ability to set goals and priorities • Accepts responsibility for all activity related to CMDC 		
5.9	Organization	<ul style="list-style-type: none"> • Ability to organize guest activities and events with minimum supervision • Ability to make sound decisions under pressure 		
5.10	Entrepreneurship	<ul style="list-style-type: none"> • Ability to develop, build and grow the business 		

JOB DESCRIPTION

FOR THE POSITION OF THE FRONT OFFICE RECEPTIONIST

1.0 JOB IDENTIFICATION

1.1 Job Title: Front Office Receptionist

1.2 Reports to: Director – Finance, Administration & Strategy

2.0 MAIN PURPOSE OF THE JOB

The position performs front office reception duties. The position holder must have excellent communication, interpersonal, organizational and customer care skills, with an ability to communicate fluently, accurately and clearly across all levels of the organization. She/ he must be clean, presentable and always adhere to CORAT's dress code.

3.0 KEY RESPONSIBILITIES

- Operate telephone switchboard by clearly answering all calls and transferring the calls appropriately.
- Manage the front office reception.
- Maintain cleanliness and orderliness in the office.
- Manage all the incoming and outgoing calls, receive all messages and ensure that they are promptly delivered to respective staff.
- Maintain a registry of all incoming and outgoing calls.
- Welcoming guests and responding to enquiries.
- Greet visitors, determine nature and purpose of visit, and direct or escort them to specific destinations or direct them to the appropriate staff.
- Type documents, reports and correspondence as and when required.
- Maintain a clear flow of communication within and among clients.
- Keep track of all the staff members who have to go to clients just in case there is need to communicate with them during that period.
- Establish and maintain effective working relationships with co-workers, supervisors and the general public.
- Keep alert on security issues.
- Any other duty as may be assigned by your supervisor

4.0 PERSON SPECIFICATIONS

No	CRITERIA	ESSENTIAL	DESIRABLE
4.1	Education qualification and training	<ul style="list-style-type: none"> • Bachelor’s degree in Secretarial studies or Front Office Management 	Diploma in Secretarial studies or Front Office Management is an added advantage.
4.2	Knowledge and skills	<ul style="list-style-type: none"> • Good communication and public relations skills. • Excellent IT skills. • Ability to handle people of diverse status. • Understanding & knowledge of Health & Safety procedures • Have a professional approach to all routine tasks & sense of responsibility all times • Focused on delivery of customer service • Excellent time management, interpersonal and organizational skills • Excellent Administrative skills • Ability to communicate effectively 	Knowledge of a foreign language like French, Germany etc is an added advantage
4.3	Experience	<ul style="list-style-type: none"> • 2 years work experience at the front office reception. 	
4.4	Personal attributes	<ul style="list-style-type: none"> • Tidy, pleasant personality, good listener, mature Christian and person of integrity • Task focused, proactive and disciplined with a sense of integrity • Smart / well groomed and confident with a professional attitude at all times • Friendly approachable personality 	
4.5	Judgment and Mental demand	<ul style="list-style-type: none"> • Timely decisions in all front office reception duties 	
4.6	Physical demands and work environment	<ul style="list-style-type: none"> • Calling and receiving varied calls at the same time • Ability to give adequate priority to different calls • Willing to work for long hours 	

ROOM STEWARD

DEPARTMENT: Housekeeping
REPORTS TO: Housekeeper

POSITION: Room Steward
SUPERVISES: None

JOB SUMMARY

The Room Steward's main function is to clean guest rooms, corridors, floor, public areas and pantries according to standards of CMDC

DUTIES AND RESPONSIBILITIES

1. Clean all assigned guestrooms including: dusting, making beds, soiled linen removal from rooms, and retrieval of clean linen from linen closets, bathroom cleaning, inside window cleaning, replenish rooms with supplies
2. Whilst cleaning the room, verify that all is in proper condition and order of functioning and reports to Supervisor any items that need repair
3. Clean corridors and floor public areas around guest rooms assigned. Also maintain cleanliness of equipment and pantries
4. Keep informed of CMDC product and service knowledge in order to answer guest questions
5. Answer all guest questions/requests in a friendly and caring manner, take appropriate actions or if needed, refer the matters to the relevant persons to handle. It may be providing information, giving an extra item such as a towel, etc.
6. Verify the physical status of room and updates Housekeeper of any discrepancies found
7. Return and properly tag all lost and found articles in the Housekeeping Office
8. Provide the turn down service to assigned guest rooms. It involves, but not limited to, turning down the bed, replenishing guest room and bath supplies and cleaning the bathroom if necessary. Help control guest and cleaning supplies to save costs
9. Clean assigned guest rooms, the late check out and late service required by guests. It involves, but not limited to, making the bed, dusting the room and furniture, replenishing guest room and bath supplies, cleaning the bathroom, vacuuming the carpet
10. Follow departmental policies and procedures and service standards
11. Report necessary maintenance items
12. Follow all safety and sanitation policies
13. Any other duties that may be delegated by the management through the Housekeeper or his/her designate

REVIEW

This job description shall be reviewed/ amended any time at the discretion of the management.

QUALIFICATIONS AND SKILLS

- Certificate in Housekeeping and Laundry techniques from a recognized hospitality college
- Over 2 years' experience in a 3 star property with similar capacity preferable
- Ability to use Housekeeping equipment and machines
- Concern for quality and attention to details
- Ability to work and communicate in a multinational environment
- Ability to remain calm and composed under pressure

COOK

DEPARTMENT: Kitchen Department

POSITION: COOK

REPORTS TO: Supervisor - Catering & Service

SUPERVISES: None

KEY OBJECTIVES

This position is responsible for assisting the Chef and kitchen brigade with the smooth operations of the various kitchens by performing cooking and food preparation duties. A cook may prepare and present hot and cold dishes for the various outlets and prepare and present morning and afternoon teas, function snacks. This position is required to contribute to the provision of high quality food products and services as part of the kitchen team. To ensure good food production and kitchen hygiene under the guidelines of the chef and management.

DUTIES AND RESPONSIBILITIES

1. Be in complete charge of the areas assigned to him by the chef.
2. To clean food preparation areas and cooking surfaces/areas
3. To understand the importance of food and labor costs and maintain efficiency in food production.
4. Consults daily with the chef regarding forecasts and special functions.
5. Read food orders or receive verbal instructions as to food required. eg special diet.
6. To verify that prepared food meets requirements for quality and quantity.
7. Use information about daily menus to help coordinate cooking times.
8. Assists and supervises stations during the preparations of banquet foods buffets and menu items.
9. Relieves the chef, when reasons arise or when the management see fit.
10. To clean agreed designated areas, in accordance with laid-down procedures
11. Attends briefings, listen carefully to instructions given by superiors concerning today's service achievements. Also participate in the daily SOPs and on-the-job training to ensure you can carry out duties effectively.
12. Reports immediately to superior any misunderstanding, problem, damages or accident with guest or staff.
13. To have full knowledge of hotel safety and emergency procedures and compliance with statutory and legal requirements of fire, health and safety, hygiene, licensing and employment.
14. Readily available to perform other duties which are not included in the job description.
15. Ensure compliance of hotel policies and rules and department Standard Operating Procedures (SOPs).

REVIEW

This job description shall be reviewed / amended any time at the discretion of the management.

MINIMUM REQUIREMENTS FOR THE POSITION

- Certificate in a Food Production from a recognized college
- 2 years' experience working as a cook
- Excellent communication and interpersonal skills
- Knowledge about food and presentation
- Well organized, presentable and ability to work under pressure and long hours.

WAITER. / WAITRESS

DEPARTMENT: Kitchen Department

POSITION: WAITER / WAITRESS

REPORTS TO: Supervisor - Catering & Service

SUPERVISES: None

Objective

To provide timely food and beverage service to clients in a hygienic and professional way and in accordance to the best practice in the hospitality industry and CMDC standard operating procedures.

DUTIES AND RESPONSIBILITIES

1. Need to understand the various groups of guests being hosted at CMDC at any one time.
2. Welcome guests in service areas.
3. Direct guest to service areas designated for them including front office, tack shop, public
4. washrooms, grounds, eating places etc.
5. Serve & interact with customers and with commendable public relationships.
6. Inform Senior Caterer / Cateress on requests for special diets / service attention.
7. Direct customers on where and how to make payment for their bills. Payments have to be done at
8. the Front Office and payment receipt must be issued.
9. Ensure food and beverages are served to clients in the most hygienic and professional way.
10. Order required items for dinning.
11. Make sure food is brought to the buffet on time.
12. Take guests orders from customers.
13. Assist in Food and Beverages production as may be assigned from time to time by your supervisor.
14. Clean dinning, service equipment & linen.
15. Clean the kitchen and its environment as may be assigned.
16. Keep a sanitized & orderly environment in the service / kitchen areas.
17. Cleaning of the kitchen / stores / Restaurant / kitchen buildings as assigned.
18. Ensure food / beverage is stored in hygienic condition.
19. Inventory Management
20. Keep inventory / stock records for the dinning equipment.
21. Coordinate the activities of the service team

REVIEW

This job description shall be reviewed / amended any time at the discretion of the management.

MINIMUM REQUIREMENTS FOR THE POSITION

- ✓ Certificate in Food Production and Service from a reputable training institution.
- ✓ Diploma in Food & Beverage Production and Service is desirable
- ✓ Effective communication and good public relations skills
- ✓ Ability to handle people of diverse status.
- ✓ Good supervision skills
- ✓ Minimum 3 years work experience in Food Production and Service
- ✓ Tidy, pleasant personality, good listener, mature Christian and person of integrity.
- ✓ Work while standing or seated for long hours depending on job demands.
- ✓ Must be flexible enough to handle new assignments on very short notice.
- ✓ Ability to make timely decisions on client's requests and needs