

PFORZHEIM

RESIDENZ

HOTEL



Passionate about cleanliness and organization? Become our Housekeeping Manager at Hotel Residenz Pforzheim!

Do you have an eye for detail, value the highest cleanliness standards, and love motivating teams? Then you're the perfect fit for us! As the Housekeeping Manager at Hotel Residenz Pforzheim, you'll ensure our guests feel completely comfortable. Take charge of maintaining cleanliness and order in our hotel and work with your team to create the perfect guest experience.

We look forward to receiving your application for the position of:

Housekeeping Manager (m/w/d)

Your Profile:

- Completed training as a Housekeeper or Hotel Specialist
- Relevant professional experience in a similar role
- Thorough knowledge of housekeeping standards
- Ability to organize work, delegate tasks, and generate reports
- Positive attitude and excellent communication skills
- Fluent in both German and English
- Ability to work effectively both independently and within a team
- Capable of efficient work under time and resource constraints
- Demonstrated authenticity in character and appearance
- Flexibility and empathy

Your Responsibilities:

- Plan work for the housekeeping department & distribute tasks accordingly
- Responsible for the cleanliness, order and layout of the entire hotel
- Ensuring that all rooms are made to Muze standards
- Keep track of stock of guest supplies, cleaning supplies, linen & uniforms
- Organization of inventories for linen, uniforms & fixed assets
- Pay special attention during the organization of pest eradication activities
- Implement Housekeeping systems & procedures
- Prepare reports to inform management
- Assisting & resolving customer complaints
- Organization of on-the-job training & evaluation of its effectiveness
- Responsibility for Budget & cost control of department
- Top Priority: Responsibility for increasing the Guest satisfaction

What we offer:

- We are a TEAM
- Room for Creativity
- Respectful interaction
- Permanent employment (after a 6-month probation period)
- Family-like atmosphere
- Christmas and vacation bonuses, starting after 11 months of employment
- Discounts at partner companies
- Discounts on cultural activities
- Employee events and benefits
- Bonus systems, incentives, ..

Your Contact for Application:

- Helena Fritz
- HR Manager
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