



SERENA HOTELS

SAFARI LODGES AND CAMPS
HOTELS • RESORTS

JOB VACANCY:

Tourism Promotion Services (TPS), Serena Hotels is a collection of 22 up-market hotels, safari lodges, camps and resorts within 7 Countries in the Eastern Africa region (Kenya, Tanzania, Zanzibar, Mozambique, Uganda, Rwanda, DR Congo).

We are currently seeking qualified individuals for the position of **Security Guard at Dar Es Salaam Serena Hotels.**

Position summary;

A Hotel Security Guard is responsible for maintaining a safe, secure, and welcoming environment for guests, employees, visitors, and hotel property. This role supports the day-to-day security operations of the hotel, monitors access and activities, responds promptly to incidents and emergencies, and ensures that hotel security policies and procedures are consistently followed.

DUTIES AND RESPONSIBILITIES:

- Monitor hotel premises, entrances, exits, guest areas, back-of-house areas, parking areas, and other designated locations to ensure the safety and security of guests, employees, and property.
- Conduct regular security patrols and inspections of the hotel and surrounding areas.
- Monitor CCTV systems, security alarms, access control systems, and other security equipment.
- Control and monitor access to restricted areas and ensure that only authorized personnel are permitted entry.
- Respond promptly and professionally to security incidents, emergencies, disturbances, accidents, and safety concerns.
- Assist guests, employees, and visitors during emergency situations and provide appropriate support when required.
- Report and document security incidents, accidents, suspicious activities, lost and found items, and other relevant occurrences accurately and promptly.
- Monitor hotel entrances and exits and maintain awareness of unusual or suspicious behavior.
- Ensure that hotel security procedures are followed by employees, contractors, visitors, and other authorized personnel.
- Work closely with Front Office, Housekeeping, Engineering, Food & Beverage, Management, and other departments to address security and safety concerns.
- Assist in managing emergency situations, including fire alarms, evacuations, medical emergencies, and other incidents, in accordance with hotel procedures.
- Protect hotel guests, employees, assets, equipment, confidential information, and company property from theft, damage, or unauthorized access.
- Support the investigation of incidents and provide accurate information and reports to management when required.
- Maintain professional communication with guests while ensuring security procedures are applied discreetly and respectfully.
- Maintain accurate security logs, shift handover records, incident reports, and other required documentation.
- Ensure that all security equipment, emergency exits, fire safety equipment, and access points are regularly checked and reported if any issues are identified.
- Maintain a high level of alertness, professionalism, confidentiality, and integrity at all times.
- Perform other security-related duties as assigned by the Security Supervisor, Security Manager, or Hotel Management.

JOB SPECIFICATIONS:

- High school diploma or equivalent qualification.
- Security-related certification, training, or professional qualification will be an added advantage.
- Training in First Aid, Fire Safety, Emergency Response, or Health & Safety will be an advantage.
- Good communication, observation, problem-solving, and interpersonal skills.
- Ability to remain calm and professional during emergencies and challenging situations.
- Ability to work flexible shifts, including nights, weekends, and public holidays.

EXPERIENCE REQUIRED:

- At least 2 years of relevant experience in hotel security, hospitality security, private security, or a related position, preferably within a 4-star or 5-star hotel or international hospitality environment.
- Previous experience in a luxury hotel, resort, or high-profile property will be an added advantage.

People and Culture Manager.

Sent via email to: jobvacancy.daressalaam@serenahotels.com on or before 28th September 2026.