



LAKE KIVU SERENA

HOTEL

RWANDA

Job Advertisement: Head Housekeeper

Location: **Lake Kivu Serena Hotel**

Job Type: **Full-Time**

Company: **Tourism Promotion Services (R) Ltd.**

Job Summary

We are looking for an experienced and detail-oriented **Head Housekeeper** to lead our housekeeping team.

The successful candidate will manage daily cleaning operations, inspection of rooms and Public Areas, and maintain our high standards of hygiene and guest satisfaction.

Lake Kivu Serena Hotel's **Head Housekeeper** oversees the cleanliness, and overall maintenance of the property, ensuring high standards of hygiene, property upkeep and presentation at all times.

Reports to:

General Manager

Directly Supervises:

Assistant Head Housekeeper, Laundry Manager and Supervisors, and Public Area Supervisor & Team.

Liaises with:

Group Executive Housekeeper, Executive Chef, Front Office Manager, Unit Accountant, Technical services Manager, F&B Manager and other HODs as necessary.

Key Responsibilities

- Ensure associates training on the set standards (SOPs) for the department
- Identifying relevant housekeeping and laundry capacity building initiatives.
- Ensure all housekeeping and laundry associates have clearly defined job descriptions.
- Ensure every individual in Housekeeping and Laundry has an annual performance plan.
- Ensure each associate's performance plan is reviewed as per scheduled timings



LAKE KIVU SERENA

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- Understand relevant P&C policies and procedures and implement them accordingly.
- Demonstrate how the core values are lived and implement reward systems that recognize excellence in living the core values.
- Enhance departmental productivity through performance-based management
- Identify skills gaps and oversee capacity building initiatives for the associates in the department
- Maintain the required departmental associates' establishment for effective service delivery
- Establish a safe working culture within the department
- Maintain effective associates' relations' management in the department
- Identify, organize and oversee wellness interventions for the team
- Support and participate in the unit's community outreach and environmental conservation initiatives.
- Implement eco-friendly practices and sustainable initiatives in the housekeeping operations.
- Regularly audit Housekeeping operations to ensure that sustainability practices are being followed.
- Ensure all Housekeeping associates understand sustainability programmes and policies at the unit to be able to give accurate information as may be required from time to time
- Liaise with Nature department to educate housekeeping associates on waste reduction practices and proper disposal methods.

Qualifications & Skills

1. A bachelor's degree in Housekeeping Management or an Advanced Diploma in Hospitality Management or its equivalent.
2. Adequate working experience with a minimum of 3 years being in a similar managerial role in a 5-star rated hotel.
3. Must be a natural organizer with strong attention to detail.
4. Commitment to exceptional guests' service.
5. Must be an honest person of impeccable integrity



LAKE KIVU SERENA
HOTEL

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6. Must uphold leadership qualities and be able to attend to extended duty calls as may be required from time to time
7. Willingness to learn and accept challenges in a positive and composed manner
8. Able to represent and stand on behalf of the company and the values it upholds at all times

Interested applicants who meet the above criteria are invited to submit their application including an updated CV to: rwandajobs@serenahotels.com, on or before **8th October 2026**.