

Operation Manager/Assistant Operation Manager – Housekeeping Project

(Ref.: OM/AOM/HTD/01/2015)

Hospitality & Tourism Department

Duties and Responsibilities

- To lead, manage and promote CICE's housekeeping service
- To manage CICE's relationships with client hotels
- To ensure a good standard of services provided to clients
- To handle client complaints
- To supervise housekeeping supervisors and staff
- To provide on-the-job training to housekeeping staff
- To plan manpower allocation and prepare duty roster for housekeeping teams
- To ensure proper maintenance and inventory control of equipment and consumable
- To be responsible for the budget and cost monitoring of CICE's housekeeping projects
- To perform any other duties as assigned by the supervisor(s)

Requirements

Applicant should:

- preferable be a Higher Diploma/Degree holder in hotel or facilities management;
- have at least 5 years of solid experience in housekeeping for the Operation Manager post (those with less experience will be considered for the Assistant Operation Manager post);
- have good command of written and spoken English and Chinese including Mandarin;
- have good computer knowledge, particularly in Ms Office applications; including Excel;
- be customer-oriented and with good interpersonal skills;
- be a good team player with strong sense of responsibility;
- be able to work at different sites in HK; and
- be able to work on shift including on weekends and public holidays.

Application together with detailed resume **stating current and expected salaries** should be sent by post to **the Associate Head (Administration), Caritas Institute of Community Education at Room 506, 2 Caine Road, Hong Kong** or by email to **recruit@cice.edu.hk** no later than **4 August 2015**.

Please state the position and reference number on the covering letter.

(All information provided will only be used for recruitment related purposes)