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Join Our Team and Create Memories

Assistant Housekeeping Manager

We are currently seeking a passionate, service-oriented, and experienced Assistant Housekeeping Manager to join our Management team. This key management position serves as the second-in-command of the Housekeeping Department, supporting the Executive Housekeeper in leading all housekeeping operations and ensuring the highest standards of cleanliness, presentation, and guest satisfaction throughout the resort.

Reporting directly to the Executive Housekeeper, the Assistant Housekeeping Manager will play a critical role in managing daily housekeeping operations, maintaining luxury brand standards, developing team members, and delivering exceptional guest experiences synonymous with the Alila brand.

Responsibilities :

- Assist the Executive Housekeeper in overseeing all housekeeping functions across guest villas, public areas, back-of-house facilities
- Ensure consistent adherence to Alila and Hyatt luxury service standards, cleanliness protocols, and presentation requirements.
- Supervise, coach, and motivate housekeeping colleagues to achieve operational excellence and exceptional guest satisfaction.
- Conduct regular inspections of guestrooms, villas, public areas, and service areas to maintain quality standards.
- Manage daily room allocation, staffing schedules, productivity, and workflow efficiency.
- Monitor housekeeping inventories, operating supplies, linens, uniforms, and equipment.
- Support recruitment, onboarding, training, and performance management of housekeeping colleagues.
- Collaborate closely with Front Office, Engineering, and other departments to ensure seamless guest experiences.
- Handle guest requests, concerns, and service recovery situations in a professional and timely manner.
- Ensure compliance with health, safety, hygiene, and environmental standards.
- Assist in preparing departmental reports, budgets, forecasts, and monthly operating reviews.

Qualifications :

- Minimum 3-5 years of housekeeping management experience in a luxury resort or international hotel environment.
- Previous experience as an Assistant Housekeeper or similar supervisory role preferred.
- Strong understanding of housekeeping operations, laundry management, inventory control, and quality assurance.
- Proven ability to lead, develop, and inspire multicultural teams.
- Excellent organizational, communication, and interpersonal skills.
- Proficiency in hotel property management systems and Microsoft Office applications.
- Strong attention to detail with a commitment to delivering exceptional guest experiences.
- Excellent spoken and written English; additional languages are an advantage.
- Ability to work in a fast-paced luxury hospitality environment and maintain high standards under pressure.



HYATT®

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Interested and qualified candidates are invited to submit their applications to careers.mldal@alilahotels.com