



भारतीय प्रबंध संस्थान कोषिकोड  
**INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE**  
IIM Kozhikode Campus P.O., Kunnamangalam, Kozhikode 673570  
Tel: 0495 2809160/ 366

**RECRUITMENT OF HOUSEKEEPING & GUEST RELATIONS SUPERVISOR ON CONTRACT**

**Notification No. C-29/2023-IIMK.HR**

Applications are invited for the contractual positions of Housekeeping and Guest Relations Supervisor at Indian Institute of Management Kozhikode.

<b>Position</b>	<b>HOUSEKEEPING &amp; GUEST RELATIONS SUPERVISOR</b>
<b>Maximum Age Limit</b>	40 years
<b>Consolidated Monthly Remuneration</b>	Rs. 20,300 (Consolidated)
<b>Essential Qualification &amp; Experience</b>	<p>Diploma/Graduation in Hospitality Management or any Graduate with relevant experience in Housekeeping and Guest Relations. Preferably having 3 years prior Hotel Housekeeping experience along with desired work experience in Front office &amp; Guest Relations.</p> <p><i>In addition, the candidates should be proficient in</i></p> <p>(i) MS-Office and Internet usage. (ii) Good Communication skills in <u>English, Hindi and Malayalam.</u> (iii) Ability to multi-task &amp; Prioritize.</p>
<b>Job Profile</b>	<ul style="list-style-type: none"><li>• The role entails responsibility of managing the Housekeeping activities of Management Development Centre.</li><li>• Schedules duties, such as heavy cleaning, mattress rotation, etc.</li><li>• Inspects premises, guest rooms, linen rooms, and public areas to assure employees maintain the property with superior standards of housekeeping.</li><li>• Ensuring the maintenance of inventory of guest and housekeeping supplies and linen.</li><li>• Creates a service environment focused on the guest, with a passion for high standards in cleanliness. Ensuring prompt response to customer needs.</li><li>• Identifies and resolves problems in a timely manner and develops alternative solutions.</li><li>• Ensuring the maintenance of lost and found items.</li><li>• Handling telephone calls, general enquiries etc.</li><li>• Managing guest/dignitaries moments in the reception of admin wing which includes welcoming and guiding guests/ dignitaries.</li><li>• Co-ordinate external customer requirements with departments/offices/organize meeting.</li><li>• The candidate should be willing to work beyond office hours as and when required.</li></ul>
<b>Date &amp; Time of Interview</b>	<b>To be announced</b>



