

# KCU (1990) LTD LAKE HOTEL

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## JOB ADVERTISEMENT

KCU – Lake Hotel is the among of KCU (1990) LTD hotels operating in Bukoba Municipal council in Kagera region. Our hotel offers different services such as Accommodation, Bar and Restaurant, Kitchen and Hall for ceremonies and seminars. Has the following job opportunities:-

### 1. ROOM ATTENDANT 02 POSTS

We are seeking an experienced, thorough, reliable room attendant to join the growing team at our hotel facility. Room attendants are to be part of a team tasked with tending to our facilities with great care, integrity, and attention to detail. The ideal candidate will be committed to quality and able to work independently with little supervision. This position also provides an opportunity for promotion and advancement within the company for candidates who share our commitment to personal growth and maintaining and strengthening our corporate reputation.

### JOB DESCRIPTION

- ❖ Perform all necessary cleaning activities such as dusting, sweeping, trash removal, mopping, and polishing
- ❖ Adhere to procedures and ensure all rooms inspected according to department standards
- ❖ Exercise tact and discretion when dealing with guests, and guests' property
- ❖ Report any damages, shortcomings, and disturbances to supervisors
- ❖ Check and maintain stock levels
- ❖ Comply with all rules regarding health and safety of guests and coworkers

### REQUIREMENT AND QUALIFICATION

- ❖ Certificate in hotel management or related field whereby diploma is an added advantage.
- ❖ Fluently spoken and written in both Swahili and English Language
- ❖ Work experience as a cleaner, room attendant, or housekeeper, etc. is preferred
- ❖ Able to work independently and efficiently, while maintaining a high quality of work
- ❖ Friendly and respectful when dealing with guests and staff
- ❖ Able to prioritize jobs and manage time well
- ❖ Physically able to do work according to the hotel timetable.
- ❖ High level of propriety and concern regarding guests' privacy

- ❖ Working experience not less than 2 years in the hotel industry.

## 2. BARTENDER 02 POSTS

We are seeking an experienced, thorough, reliable bartender to join the growing team at our hotel facility. Bartenders are to be part of a team tasked with tending to our facilities with great care, integrity, and attention to detail. The ideal candidate will be committed to quality and able to work independently with little supervision.

### JOB DESCRIPTION

- ❖ Provides a pleasant drinking experience to customers.
- ❖ Serves drinks while maintaining a clean and sanitary bar area.
- ❖ Attends to the detail and presentation of each order.
- ❖ Prepares and maintains ingredients by following recipes.
- ❖ Adheres to proper alcohol handling, sanitation, and safety procedures, and maintains appropriate dating, labeling, and rotation of all beverage items.
- ❖ Coordinates daily supply inventory for bar and submits orders to supervisor; assists with receipt of deliveries.
- ❖ Contributes to daily, holiday, and theme drink menus in collaboration with supervisor.
- ❖ Ensures smooth operation of bar services during absence of supervisor.
- ❖ Completes cleaning according to daily and weekly schedules, including dishwashing as needed.
- ❖ Assists with orienting new employees to their work area.
- ❖ Listens to customer complaints and suggestions and resolves complaints.
- ❖ Instructs personnel in use of new equipment and cleaning methods and provides efficient and effective methods of maintaining work area.
- ❖ Participates in and/or contributes to programs, committees, or projects designed to improve quality of service and employee productivity.

### REQUIREMENTS AND QUALIFICATION

- ❖ Certificate in hotel management or related field whereby diploma is an added advantage.
- ❖ Fluently spoken and written in both Swahili and English Language
- ❖ Able to work independently and efficiently, while maintaining a high quality of work
- ❖ Friendly and respectful when dealing with guests and staff
- ❖ Able to prioritize jobs and manage time well
- ❖ Physically able to do work according to the hotel timetable.
- ❖ High level of propriety and concern regarding guests' privacy
- ❖ Minimum two (2) years of bar or restaurant experience to include drink preparation
- ❖ Comfortable using a computer.

## 3. CHEFS 2 POSTS

We are looking an experienced thorough, reliable chef to join our team in the hotel

kitchen. Oversees a restaurant's kitchen by managing other members of the food preparation team, deciding what dishes to serve and adjusting orders to meet guests' requests. Also prepare and cook all the order in the kitchen however will be involved in cooking specialty dishes. Chooses ingredients and designs a menu based on the seasonal availability of food items. Creates unique dishes that inspire guests to come back again and again to see what is new in the restaurant.

## **JOB DESCRIPTION**

- ❖ Cooks guests' orders according to their preferences
- ❖ Employs food safety best practices and makes sure that all kitchen staff members do the same
- ❖ Acts with appropriate caution in a dangerous environment where there are knives and high-temperature surfaces
- ❖ Selects choice ingredients that will give dishes the best flavour
- ❖ Experiments to come up with new specialties that will draw diners into the restaurant
- ❖ Coaches other members of the kitchen staff, so they perform at their best
- ❖ Determines how much food to order and maintains an appropriate supply at the restaurant
- ❖ Keeps up with trends in cooking and the restaurant business to ensure that guests have a positive experience
- ❖ Works quickly and accurately during busy periods, such as weekends and evenings as well as cleaning.
- ❖ Occasionally takes on extra duties, when the kitchen is short-staffed or the restaurant is particularly busy
- ❖ Takes direction and works with the hotel administrative team

## **QUALIFICATIONS**

- ❖ Certificate in Food production or related field whereby diploma is an added advantage.
- ❖ Strong Communication skills
- ❖ Creative flair
- ❖ Flexible schedule and works quickly
- ❖ Skill in cooking and preparing a variety of foods.
- ❖ Minimum two (2) years of kitchen operation.

### **4. WAITER 03 POSTS**

We are seeking an experienced, thorough, reliable waiter to join the growing team at our hotel facility, who will perform a wide range of duties involved with preparing and/or serving foods and beverages in one or more of a variety of food service environments. May perform such duties as preparing salad items, hot foods, and/or cold foods, and/or assisting in the preparation of bakery items, as appropriate to the position. Assist in cleaning work areas, equipment, utensils. May assist in the set up, and service; and collection of garbage/trash; as appropriate to the area of operation. May serve food to customers and/or perform cashiering duties, as appropriate.

## **JOB DESCRIPTION**

- ❖ Sets up food service, kitchen, or salad area facilities, equipment and utensils,

under detailed instruction and, in accordance with specific area needs; checks food temperatures and/or prepares areas for daily operations; may operate cooking or bakery equipment as assigned.

- ❖ Conveys food and supplies from the main kitchen, bakery, and/or salad preparation area to the serving site either by carrying or by utilizing a motorized cart.
- ❖ Follows prescribed procedures in setting up hot and cold food lines; ice cream, yogurt, and/or ice machines; chooses proper utensils and sets steam line to appropriate temperature for menu items.
- ❖ Prepares or assists in the preparation of hot and cold meat and vegetable dishes, beverages, salads, sandwiches, pie fillings, simple bakery items, salad dressings, and/or other similar food items, as appropriate to the position.
- ❖ Serves food items to customers from counters and/or steam tables, in accordance with specific instructions, ensuring that appropriate portions are served, and adds relishes and garnishes according to instructions.
- ❖ Replenishes foods, silverware, glassware, dishes, and trays at serving stations; may order and replenish condiments.
- ❖ Attends to day-to-day problems and needs concerning equipment and food supplies; detects and ensures disposition of spoiled or unattractive food, defective supplies/equipment, and/or other unusual conditions.
- ❖ May clean, wash and maintain work areas, including floors, facilities, pots, pans, service ware, utensils, and equipment; collects and places garbage and trash in designated containers; as appropriate to the area of operation.
- ❖ May perform cashiering duties, as required.
- ❖ May provide guidance and training to other employees performing related work.
- ❖ Performs miscellaneous job-related duties as assigned.

## MINIMUM JOB REQUIREMENTS

- ❖ Certificate in hotel management or related field whereby diploma is an added advantage.
- ❖ At least 1 year of experience directly related to the duties and responsibilities specified.
- ❖ Multilingual is an added advantage
- ❖ Ability to follow routine verbal and written instructions.

## 5. STOREKEEPER 01 POST

We are looking an experienced thorough, reliable storekeeper to join our team in the hotel. The storekeeper is responsible for general and department-specific, routine, daily store activities, including processing postings, supplies receipt and distribution, carry out inventories and inventory control activities, and may manage purchase and change orders.

## JOB DESCRIPTION

- ❖ Generating related reports to verify inventory levels,
- ❖ Distribution and issuance supplies, materials, and/or equipment based on incoming requests and orders.

- ❖ Following established guidelines and procedures in the company and follow-up with vendors and suppliers to ensure prompt delivery of items.
- ❖ Conducting an inspection on the receipt of delivery from suppliers to verify the quality and quantity of materials and equipment received against specifications and units ordered, after which they dispatch the incoming items to the appropriate areas within the facility.
- ❖ Prepare and maintain a variety of records related to the organization's store activities and assist in keeping the assigned facility clean and orderly
- ❖ Take delivery of all incoming materials and reconcile with purchase orders
- ❖ Track, document, and resolve any discrepancies on received orders
- ❖ Ensure accuracy of the facility's inventory system by updating records of physical inventory totals, receipts, adjustments, and returns
- ❖ Manage inventory/supplies and ensure they are within the established minimum and maximum levels
- ❖ Keep up-to-date records of receipts, records, and withdrawals from the stockroom
- ❖ Responsible for packing, pricing, labeling, and returning supplies
- ❖ Responsible for stock rotation and coordinate the disposal of surpluses
- ❖ Oversee the handling of freight, the movement of equipment, and minor repairs
- ❖ Manage supplier relations and database as well as maintain high ethical relationships both internally and externally
- ❖ Create purchase orders and utilize purchasing card to perform low-value procurement activities
- ❖ Responsible for shipping cancelled or damaged items back to suppliers as appropriate.

## **STOREKEEPER REQUIREMENTS- SKILLS, KNOWLEDGE, AND ABILITIES FOR CAREER SUCCESS**

If you are seeking the position of a storekeeper, here are major requirements that you may be expected to fulfill by recruiters to be hired for the role:-

- ❖ Certificate in store and record management or related field whereby diploma is an added advantage.
- ❖ Knowledge of proper bookkeeping and inventory management
- ❖ Energetic is required for some physical labor,
- ❖ Applicants are required to have some computer skills to work with computerized inventory system and data entry skills to update the inventory control system
- ❖ Applicant is required to have a great written and verbal communication skills to work effectively with others and maintain appropriate store records
- ❖ Applicant may be required to interface with suppliers and customers, so it is vital that he/she has a customer-orientation, which is necessary for identifying customer needs, retaining customer, and resolving Customer Issues
- ❖ Interpersonal Skills is required

## **6. RECEPTIONISTS 02 POSTS**

We are looking an experienced thorough, reliable receptionist to join our team in the hotel he/she willoversees all the front office activities.

## **RECEPTIONIST JOB DESCRIPTION**

- ❖ To answer telephone, screen and direct calls
- ❖ To provide information to guests entering hotel
- ❖ Direct guests to correct destination
- ❖ Deal with queries from the public and customer
- ❖ To ensure knowledge of staff movements in and out of hotel
- ❖ Monitor visitor access and maintain security awareness
- ❖ Prepare correspondence and all documents required
- ❖ Receive and sort mails and deliveries
- ❖ Schedule appointments.
- ❖ Organize conference and meeting room bookings
- ❖ Control inventory relevant to reception area
- ❖ Tidy and maintain reception area.

## **QUALIFICATION REQUIRED**

- ❖ Certificate in hotel management or related field whereby diploma is an added advantage.
- ❖ Fluently spoken and written in both Swahili and English Language
- ❖ Knowledge of computer and relevant software applications
- ❖ Able to work independently and efficiently, while maintaining a high quality of work
- ❖ Knowledge of customer services principles and practices
- ❖ Friendly and respectful when dealing with guests and staff
- ❖ Able to prioritize jobs and manage time well
- ❖ High level of propriety and concern regarding guests' privacy.
- ❖ Working experience with at least 2 years in hotel industry will be an added advantage.

## **7. HOTEL SUPERVISOR 01 POST**

We are looking an experienced thorough, reliable hotel supervisor to join our team. Thesupervisor will be responsible for general and department-specific, routine and daily hotel supervision activities

## **JOB DESCRIPTION**

- ❖ Oversees the work of front office personnel such as guest relation officers to ensure that they receive and greet guests properly.
- ❖ Create and implement staff schedules to ensure that no station within the hotel is left unmanned.
- ❖ Oversees the work of housekeeping staff and control room and suppliers' inventory.
- ❖ Deal with complaints and suggestions according to hotel policies and ensure business retention.
- ❖ Ensure guests are attended as soon as they arrive in the hotel premises.
- ❖ Ensure all hotel areas are tidy and clean.

## **QUALIFICATION REQUIREMENT**

- ❖ Certificate in hotel management or related field whereby diploma is an added advantage.
- ❖ Fluently spoken and written in both English and Swahili Language.

- ❖ A good knowledge in customer care and interpersonal skills
- ❖ Working experience with minimum 3 years in hotel career

## 8. LAUNDRY ATTENDANT 01 POST

We are seeking a hardworking motivated and individual to join our hotel as laundry attendant, as a part of our team you will assist customers in laundromat throughout your shift, making change in detergent stain removers and dry sheets

### JOB DESCRIPTION

- ❖ Clean hotel linens and guests.
- ❖ Attend to laundry machines and customers, ensuring safe and appropriate use of all machines.
- ❖ Ensure high safety and hygiene of the equipment and laundry premises.

### REQUIREMENTS

- ❖ Certificate in laundry management or related field whereby diploma is an added advantage.
- ❖ Laundry or cleaning experience preferred
- ❖ Knowledgeable in machines operations
- ❖ Ability to lift heavy bags of laundry stand and remain active throughout a normal shift.
- ❖ Bilingual skills are a plus
- ❖ Friendly personable demeanor and professional appearance.
- ❖ Experience of minimum 1 year practically

## 9. GARDENER JOB EMPLOYMENT – 1 POST

We are looking for a Gardener to join our hotel ground maintenance team. While landscaping experience is a plus, we are particularly looking for someone who is a hard worker with a positive attitude.

### JOB DESCRIPTION

- ❖ Trim shrubs and trees
- ❖ Plant flowers
- ❖ Apply fertilizer
- ❖ Pull weeds
- ❖ Assist with litter and trash removal
- ❖ Laying turf grass.

### REQUIREMENT

- ❖ Must have basic horticulture knowledge strongly preferred
- ❖ Willing to work outside in potentially inclement weather condition
- ❖ Prior gardening or landscaping experience
- ❖ Experience with common tools, including power mowers and rotary tillers
- ❖ Familiarity with irrigation system
- ❖ Physical stamina



## 10. ASSISTANT ACCOUNTANT 01 POST

We are looking for Assistant Accountant to manage all financial transactions, from fixed payments and variable expenses to bank, deposits budgets.

### JOB DESCRIPTION

- ❖ Tracking payments to internal and external stakeholders.
- ❖ Preparing budget for forecasts.
- ❖ Reconciling bank statements and processing tax payments and returns.
- ❖ Manage all accounting transactions.
- ❖ Publish financial statement in time.
- ❖ Handle monthly, quarterly and annually closings and reports.
- ❖ Ensure timely bank payments
- ❖ Compute tax and prepare tax returns
- ❖ Manage balance sheet and profits or loss statements.
- ❖ Report on the company financial health and liquidity
- ❖ Comply with financial policies and regulations
- ❖ Reinforce financial data confidentiality and conduct database backup when necessary.

### QUALIFICATION AND REQUIREMENT.

- ❖ Certificate in Accounting and Finance/ Business administration and management or related field whereby diploma is an added advantage.
- ❖ Work experience as an Assistant Accountant
- ❖ Excellent knowledge of accounting.
- ❖ Hands-on experience accounting software like QuickBooks.
- ❖ Advanced Microsoft Excel skills.
- ❖ Experience with General Ledger functions.
- ❖ Strong attention to details and good analytical skills.

## 11. CASHIER 01 POST

We are seeking for a faithful Cashier who will be responsible for processing cash, debit, credit and cheque transactions using a cash register or other point-of-sale system. His/her duties will include balancing the cash register, making change, recording purchases, processing returns and scanning items for sale.

### JOB DESCRIPTION

- ❖ Process sales transactions
- ❖ Calculate the cost of products or services.
- ❖ Accept payments
- ❖ Calculate and return change when required by the payment method.
- ❖ Maintain adequate change denominations in the cash drawer and request additional change.
- ❖ Answer customer questions about products services



- ❖ Reconcile cash drawers and sales receipts.
- ❖ Report issues with equipment

## REQUIREMENTS AND QUALIFICATION

- ❖ Certificate in Accounting and Finance/ Business administration and management or related field whereby diploma is an added advantage.
- ❖ Ability to calculate sales and change quickly.
- ❖ Accountability and accuracy in reconciling sales receipts
- ❖ Oriented towards serving others and helping customers.
- ❖ Customer care and Interpersonal skills is required.
- ❖ Excellent verbal communication.
- ❖ Ability to work in a fast-paced, stressful environment
- ❖ Attention to details
- ❖ Knowledge of point-of-sale systems.

## 12. SECURITY GUARD 2 POSTS

We are looking for a fit and attentive security guard who will be responsible for protecting our hotel property or individuals by patrolling and acting as access control for visitors in our hotel.

## JOB DESCRIPTIONS

- ❖ Ensure that guests sign in upon arrive and exit.
- ❖ Make guests aware of rules that must be adhered to
- ❖ Remove trespassers or unwanted individuals from the properties.
- ❖ Record any suspicious activities to the administrative team.

## REQUIREMENTS

- ❖ A qualification in security training
- ❖ Basic first aid skills would be advantageous
- ❖ Physical strength and finiteness
- ❖ Prior experience as a security guard would be advantageous
- ❖ Attention to details

## MODEL OF APPLICATION

Interested and suitable candidates should submit their signed applications in hand written letters, attached with certificates, other relevant documents and three referees with current contacts and one recent passport size photograph.

A letter must be addressed to: -

Human Resource & Administrative Officer  
KCU (1990) LTD  
P.O.BOX 66,  
BUKOBA.

All qualified candidates will be compensated basing on the agreement from both parties (employer and expected employee) during an interview.

Deadline for submission of application is 28<sup>th</sup> 02, 2022

**Note:** Applicants who are already applied they are not allowed to apply again.