

Housekeeper / Room Attendant

Housekeeping

Position Title	Housekeeper / Room Attendant
Department	Housekeeping
Reports To	Housekeeping Supervisor / Lodge Manager
Work Location	Enkare Emmanyata Lodge, Lake Manyara, Tanzania
Contract Type	Permanent / Open-Ended — Following 6-Month Probation
Application	Apply via enkare.co.tz/careers or email hello@enkare.co.tz
Closing Date	20 June 2026

Role Purpose

At Enkare, the room is never just a room. It is the guest's most private space — the place where they decompress after a bush walk, where they notice the handwritten note, where the scent and the music and the light all combine to make them feel that someone genuinely cared. The Housekeeper is the person who creates that feeling. This role requires precision, cultural sensitivity, and a deep pride in craftsmanship. It is one of the most important roles at Enkare.

Key Responsibilities

ROOM PREPARATION & STANDARDS

- Prepare all assigned rooms to the full Enkare Housekeeping Checklist before every guest arrival
- Apply the Enkare arrival sequence: scent, music setting, lighting, temperature, cultural décor placement
- Execute turndown service every evening for all occupied rooms
- Place the handwritten welcome note and any welcome gifts according to the room preparation guide
- Ensure all room amenities are fully stocked: herbal teas, toiletries, charging cables, stationery
- Handle all guest belongings with absolute respect — do not move or disturb personal items unnecessarily

CLEANLINESS & MAINTENANCE

- Clean all assigned rooms and bathrooms to a luxury lodge standard using approved products and sequences
- Change linen and towels according to the Enkare linen schedule — inspect every item for quality before placing
- Report all maintenance issues to the Lodge Manager immediately using the standard maintenance form
- Maintain all housekeeping supplies — report shortages to the Supplies Coordinator before they become a problem
- Conduct a final quality check of every room before marking it ready — do not pass a room that is not right

COMMON AREAS & TEAM

- Maintain all common areas, outdoor furniture, dining areas, and reception to the same standard as the rooms
- Work cooperatively with colleagues — the housekeeping shift only succeeds as a team
- Participate in all Enkare Academy training modules relevant to the role
- Contribute to a respectful, professional, and supportive team culture

Required Qualifications & Experience

- Previous experience in housekeeping in a lodge, hotel, or guesthouse — minimum 1 year preferred
- Demonstrated attention to detail — the small things matter enormously in this role
- Ability to work within a structured checklist and time-based schedule
- Physical fitness — the role involves standing, walking, lifting, and working at height
- Reliable and punctual — rooms must be ready before guests return
- Basic English communication — enough to exchange greetings with international guests

Personal Attributes

- Pride in the physical space — sees a perfectly prepared room as a work of craftsmanship
- Discreet — respects guest privacy completely and without exception
- Observant — notices what is out of place, what is missing, and what needs reporting
- Reliable — arrives on time, in uniform, ready to work, every shift
- A team player — helps colleagues without being asked, never leaves a problem for the next shift
- Culturally aware — understands the significance of the cultural décor in every room and treats it accordingly

What Great Looks Like in This Role

A great Housekeeper at Enkare is the person whose work a guest notices without knowing who did it. They walk into the room and feel immediately that someone cared — about the angle of the pillow, the scent in the air, the little card on the desk. They do not do the minimum. They do the thing that makes the guest feel that this lodge was built for them.

Compensation & Benefits

Competitive salary above minimum wage, reviewed annually. Benefits include meals on shift, uniform, NSSF, performance bonus, and 28 days annual leave. After 12 months, eligible for sponsored professional training and promotion to Housekeeping Supervisor.

CULTURE	CONSERVATION	COMMUNITY
We share and protect Maasai culture authentically.	We protect the Lake Manyara ecosystem in everything we do.	We build livelihoods for the people around us.

"If we take care of the culture, the culture will take care of us in return." — Enkare

Job Description v1.0 · June 2026 · Enkare Travel & Adventures Limited · TIN: 178-736-922