



Technical University of Mombasa Enterprises Limited (TUMEL)

INTERNAL JOB ADVERT

JOB VACANCY

Technical University of Mombasa Enterprises Limited (TUMEL) is a Private Limited Liability Company wholly owned by Technical University of Mombasa (TUM). The Company was incorporated on 7th August 2013 as an income-generating unit for the University.

Technical University of Mombasa Enterprises Limited (TUMEL) seeks to hire highly competent, proactive, qualified and self-driven individual to fill the following vacancy within its staff establishment.

S/N	Position	Vacancy No.	No. of Posts
1	Hotel Operations Supervisor	TUMEL/HR&ADM/HOS/01/09/2026	1

Reporting to Managing Director

Job Purpose

The Hotel Operations Supervisor will be responsible for overseeing the day-to-day operations of the hotel, ensuring efficient service delivery, high standards of customer satisfaction, effective staff supervision, and optimal utilization of hotel resources. The Hotel and Operations Supervisor is responsible for coordinating accommodation, food and beverage services, housekeeping, maintenance, front office operations, and ensuring compliance with company policies and health and safety standards.

The ideal candidate must have at least three (3) years of proven working experience in Hotel Operations.

Key Responsibilities

- Supervise the daily operations of the hotel to ensure efficient and uninterrupted service delivery.
- Coordinate front office, housekeeping, food and beverage, kitchen, laundry, and maintenance operations.
- Ensure exceptional customer service by promptly addressing guest inquiries, complaints, and feedback.
- Monitor room occupancy, reservations, and guest check-in and check-out processes.
- Supervise, schedule, and allocate duties to hotel staff and monitor their performance.

- Ensure compliance with hotel policies, service standards, occupational safety, health regulations, and food hygiene requirements.
- Conduct routine inspections of guest rooms, conference facilities, restaurant areas, kitchens, and public spaces to maintain cleanliness and quality standards.
- Monitor stock levels of food, beverages, cleaning materials, linen, and other hotel supplies, and initiate replenishment requests.
- Coordinate procurement requests for hotel operational supplies in accordance with company procedures.
- Prepare daily, weekly, and monthly operational reports, including occupancy, sales, maintenance issues, and customer feedback.
- Monitor hotel revenue, minimize operational costs, and recommend measures to improve profitability.
- Ensure proper maintenance of hotel facilities, equipment, and assets by coordinating timely repairs and preventive maintenance.
- Supervise cash handling procedures, billing processes, and reconciliation of hotel revenues in liaison with the Finance Department.
- Coordinate conferences, meetings, banquets, and special events to ensure successful execution.
- Support recruitment, induction, training, coaching, and performance management of hotel staff.
- Ensure compliance with licensing requirements and relevant statutory and regulatory standards governing hotel operations.
- Promote the hotel's products and services and support marketing initiatives aimed at increasing occupancy and revenue.
- Investigate and report operational incidents, guest complaints, accidents, and service failures, and recommend corrective actions.
- Ensure security of hotel guests, staff, and company property by enforcing established security procedures.
- Perform any other duties and responsibilities as may be assigned from time to time by your immediate supervisor or other persons in authority.

Professional Qualifications and Experience

For appointment to this position, a candidate must:

- Diploma in Hospitality Management, Hotel Management, Tourism Management, or a related field from a recognized College or University.
- Minimum of three (3) years' experience in hotel operations, with at least one (1) year in a supervisory role in a Hotel, resort, or serviced apartments.

Additional Advantage:

- Proficiency in hotel management systems and Microsoft Office applications.



Key Personal Attributes

- Sound knowledge of hotel operations and hospitality industry standards.
- Strong leadership and staff supervisory skills.
- Excellent customer service and guest relations skills.
- Good planning, organizational, and problem-solving abilities.
- Strong communication and interpersonal skills.
- Ability to work under pressure and manage multiple operational priorities.
- Knowledge of occupational safety, food safety, and public health regulations.
- High level of integrity, professionalism, and accountability.
- Ability to prepare operational reports and analyze performance indicators.

TUMEL Grade	Consolidated Salary Range	Contract Duration
3	66,500/= - 83,750/=	3 years, renewable based on performance

NOTE:

- If you are successful and required to take up the position, it will be mandatory for you to provide a Valid Health Certificate.
- Only shortlisted and successful candidates shall be contacted. Lack of inclusion of all details as sought or any form of canvassing either directly or indirectly shall lead to automatic disqualification.
- TUMEL is an Equal Opportunity Employer committed to diversity and gender equality. Persons Living with Disability (PWD), women and those from marginalized areas are encouraged to apply.

How to Apply

Application letters, accompanied by copies of a National Identity Card, a CV, relevant certificates, and testimonials, may be submitted through <https://jobs.tumel.co.ke/> not later than **15th September, 2026 by 5:00 pm.**

The Application should be addressed to:

The Managing Director

Technical University of Mombasa Enterprises Limited (TUMEL)

P.O BOX 90420 – 80100

Mombasa.

