

JOB DESCRIPTION

Housekeeper

Responsible to: Head Housekeeper

JOB PURPOSE

To assist with the cleaning of bedrooms, offices and public areas.

A: Main Duties

- To clean bedrooms, offices and public areas as required.
- To ensure high standards of cleanliness and hygiene are maintained in all public areas, offices and bedrooms.
- Ensure bed linen is managed in accordance with Management Centre procedures.
- To ensure that all equipment, furniture and furnishings are maintained, checked and kept in good working order in accordance with correct procedures and report all relevant faults.
- To report any complaints or feedback from guests to Head Housekeeper.
- To ensure that special requests from guests are reported to the Head Housekeeper.
- Ensure cleaning stores, linen rooms, trolleys and materials are kept clean and tidy at all times.
- Responsible for monitoring supplies of cleaning materials and ensuring that they are stored in appropriate areas.
- To carry out any reasonable request made by a member of management in a timely manner.
- To ensure that all Health, Safety and Security regulations are adhered to at all times; this includes the fire procedures and COSHH regulations; training will be provided.

Any other duties that might reasonably be expected from the post holder.

B: Requirements & Personal Attributes

- Candidates should possess appropriate qualifications and experience to meet the requirements of this role.

C: Experience / Knowledge

- Experience of working in a hotel or a customer led environment.

D: Key Skills

- Flexibility.

- The ability to be proactive and identify and recommend changes for improvement where appropriate.
- Accuracy and attention to detail.
- Good communication and interpersonal skills
- Problem solving skills.
- Excellent organisational skills and the ability to handle a varied and demanding workload.
- The ability to work independently and demonstrate initiative as well as being able to work effectively as a member of a team.

E: Additional Information:

This is a part-time post. Attendance will be required in line with the business requirements including at weekends.

F: Salary

Salary available on request.