



Job Description

Job Title: Housekeeping Room Attendant
Department: Housekeeping
Responsible To: Head Housekeeper

Main Purpose

To provide a professional housekeeping service to guests through the diligent upkeep of the bedrooms, bathrooms and public areas in the hotel, clubhouse/conference centre. Also delivery of any other customer focused service as required in line with our standards and requirements.

Main Duties and Responsibilities:

1. Readiness of self for service which includes maintaining a high standard of appearance and hygienic preparation (e.g. nails, hair and personal hygiene) suitable for any close contact interaction with customers, thus projecting a professional and pleasant image.
2. Readiness for work by preparing all linen, equipment, materials and room replenishment items, such as teas, coffee sachets, biscuits, shampoos etc at the start of the shift.
3. Provision of a linen replacement service, making of beds and clearing away of items ready for the laundry. Also washing and preparing of items as required e.g. cups and saucers.
4. The safe use of equipment provided such as an industrial vacuum cleaner ensuring that any defects spotted are immediately reported and the equipment is not used e.g. frayed wire, damaged plug etc. The avoidance of hazard creation for others such as the inadvertent blocking of exits, exposure to trailing wires and wet floors without suitable signage.
5. The essential greeting of customers in a friendly, polite manner when first encountering them to create an excellent 'first impression' and instill a good feeling consistent with our hospitality aims.
6. The safe and hygienic cleaning of rooms and areas as designated by a senior colleague, with particular adherence to safe working methods (i.e. rules on lone working) and COSHH regulations e.g. never mix chemicals and use personal protective equipment when appropriate.
7. The cleaning of rugs, carpets and furnishings, hard floors, tiles, mirrors, internal windows and other room and bathroom items during periodic room servicing and 'deep cleaning'.
8. The cleaning and servicing of the public areas, changing rooms and spa facilities as designated within the daily duties. Including refilling of all associated amenities.
9. Friendly and effective interaction with the customer during his/her 'service journey' with us to ensure total satisfaction e.g. positively dealing with any needs arising or reporting of a fault.



10. 'Upselling' when appropriate contributing to the customer experience e.g. promotion of other services and products of the establishment in conversation with customers.
11. The implementation of effective security/reporting arrangements regarding lost property.
12. Adherence to Company procedures for own safety and well-being such as seeking assistance in the event of any potential conflict e.g. unwelcome behaviour from a customer.
13. The ability to sensitively demonstrate excellent service provision across a wide range of customer types and market segments.
14. Work effectively as a member of the team ensuring that customer needs are paramount and that co-operation with others in immediate team is exemplary as well as other internal service relationships i.e. other departments.
15. Compliance with all rules and regulations e.g. fire safety, use of computers, respect for confidentiality, completion of administration, self-certification, absence reporting etc.
16. The willingness to work in any department when necessary to meet the needs of the business, help satisfy customer requirements and work flexibly e.g. during seasonal periods when business activity levels fluctuate.

I have received, read and understood the above Job Description:

Name (PLEASE PRINT): _____

Signature: _____

Date: _____