

## Job Description

<b>Job Title:</b>	ROOM ATTENDANT
<b>Reports To:</b>	HEAD HOUSEKEEPER
<b>Department/Location:</b>	HOUSEKEEPING HK10/18
<b>Date:</b>	17 <sup>th</sup> Oct 2018

### Job Purpose:

Cleaning and preparing guest accommodation to company standards, delivering a high level of hygiene and excellent presentation of rooms.

### General Responsibilities:

- Ufford Park Woodbridge's aim is to provide the best customer service possible. The objective is the pursuit of excellence in meeting the needs of all potential customers.
- Ufford Park Woodbridge is fully committed to the active promotion of equal opportunities in its capacity as an employer. It is the individual responsibility of every employee to seek to ensure the practical application of this policy.
- Under the Health and Safety at Work Act, all employees are required both to take care of their own health and safety and that of other employees and to co-operate with their employers in complying with their statutory duties.
- The Company and its Managers are fully committed to the learning and development of employees.

### **Responsibilities/Key Accountabilities:**

Enter and prepare the room for cleaning this includes stripping beds, emptying bins and preparing the bathroom

Rooms to be cleaned to company standard this includes bed making, polishing, vacuuming, washing floors and cleaning bathrooms to a high standard.

Replenish amenities in guest rooms as and when required

Respond to any guest request

Ensure the security of the guest rooms and report and safely store any property left behind by the guest

Work to times stipulated by Head Housekeeper.

Report any maintenance issues within the rooms/hotel

Perform periodical duties given by the head housekeeper.

Responsible for the replenishing of work trolley and maintenance of the work area

Responsible for the safety of yourself, other employees and guests.

### **Planning and Organisation:**

Ensure trolleys are stocked at the beginning of the shift to avoid wasting time during work.

Trolleys to be kept tidy

Work in a methodical manner

Keep corridors tidy, work trolleys and any other items to all be on one side of the corridor.

Clean linen for the following day to be put on the trolleys at the end of the shift

All dirty laundry to be taken to allocated laundry rooms during the shift.

#### **Decision Making and Use of Judgement:**

Must be confident in using own judgement when making a decision about something guest/room related and communicate decision to Head housekeeper. If unsure please speak to the Head Housekeeper, Deputy Housekeeper or Senior Supervisor.

#### **Essential Internal and External Relationships:**

Must be able to maintain a good relationship with managers and other employees of Ufford Park, be respectful at all times and be empathetic towards others. This also applies to any contractors, guests or sales reps that you may come into contact with.

#### **Knowledge, Skills and Experience Required:**

##### **Knowledge:**

COSHH and Manual handling training would be an advantage but not essential as training will be given.

Must have good customer service and communication skills.

Must be conscientious and have good standards of presentation and hygiene.

Able to work alone and together as a team.

##### **Skills:**

Good communication skills

Good organisational skills

Ability to work under pressure

Good time management

Self motivated

Able to work alone and as a team

Must have a good eye for detail

**Experience:**

Experience in hotel cleaning would be an advantage but not essential as training will be given.  
Must be conscientious and able to work alone or as part of a team.

<b>Post Holder:</b>	<b>Line Manager:</b>
Agreed by:	Agreed by:
Date:	Date:

**ACCEPTED AND REGISTERED IN HUMAN RESOURCES:**

Agreed by:

Date:

**EMPLOYEE SPECIFICATION**

**POST TITLE: ROOM ATTENDANT**

**DEPARTMENT: HOUSEKEEPING**

	Essential	Desirable	How Identified
<b>SKILLS:</b>	<p>Good communication skills</p> <p>Good organisational skills</p> <p>Ability to work under pressure</p> <p>Good time management</p> <p>Self motivated and conscientious</p> <p>Able to work alone and as a team</p> <p>Must have a good eye for detail</p> <p>Must be able to deliver a good standard of hygiene</p>	<p>COSHH and Manual handling and customer service training</p>	<p>Certificates</p> <p>Previous employment history</p> <p>References</p>
<b>EDUCATION/KNOWLEDGE:</b>		<p>Secondary school level is preferred</p>	<p>Certificates</p>

<b>EXPERIENCE:</b>		<b>Experience in hotel cleaning preferred but not essential</b>	<b>Past employment References</b>

**Advert**

**Post Reference No:**

**Vacancy for a Room Attendant  
Salary/Hourly Rate: £8 per hour**

**The challenge:**

To clean and present hotel bedrooms and bathrooms to a high standard, this will include making beds and cleaning of bedrooms and bathrooms to company standards. Candidates must be able to work weekends and bank holidays over 5 days per week.

**The qualities:**

- Good communication skills
- Good organisational skills
- Ability to work under pressure
- Good time management
- Self-motivated and conscientious
- Able to work alone and as a team
- Must have good presentation skills and be able to deliver a good standard of hygiene.

If you think you can meet the challenge of the above post and want to join a team dedicated to providing excellent hospitality, please contact the Human Resources Department by emailing [recruitment@uffordpark.co.uk](mailto:recruitment@uffordpark.co.uk) for an application form and information pack.

Ufford Park Woodbridge is an equal opportunities organisation and actively encourages the development of all employees. Benefits include a flexible working hours scheme, 28 days holiday per year, a pension scheme and employee membership benefits within the hotel food & beverage, golf & healthclub areas.