

Job Description

Job Title: Room Attendant

Department : Housekeeping

Job Reference : HK/0220

Salary : £8.50 per hour

Hours : Approximately 25 hours per week

Direct Supervisory Responsibility for: None.

Indirect Supervisory Responsibility for: Contract personnel.

Important Functional Relationships:

Internal: M.D, Head of Operations, Health & Safety Manager, Hotel Senior Leadership Team, Staff.

External: Maintenance contractors, suppliers of goods and services, guests and members of the public.

Reports to: Housekeeping Manager, Deputy Housekeeper and Supervisors.

POSITION SUMMARY:

As a Room Attendant you will ensure that all rooms are cleaned and presented to the company standard.

Deliver a high level of hygiene and excellent presentation within the rooms

To maintain a high standard of personal hygiene and presentation at all times being punctual for scheduled shifts and maintaining a good attendance record.

The position requires a flexible approach to shift patterns and includes week end shifts, 20 – 25 hrs per week approx.

Main Responsibilities / Key Accountabilities:

- To follow established Company Policies and Procedures & maintain company standards in all areas of responsibility with particular emphasis on Customer Services.
- Enter and prepare the room for cleaning, this includes stripping beds, emptying bins and preparing the bathroom.
- Rooms to be cleaned to company standards, this includes making beds, dusting, polishing, vacuuming, washing floors and cleaning bathrooms.
- Replenishing guest amenities as and when required.
- Responding to any guest requests.
- Work to times stipulated by the Head Housekeeper.
- Report any maintenance issues within the rooms.
- Perform periodical cleaning duties

- Replenishing the work trolleys and clean linen on a daily basis.
- Perform any other assigned reasonable duties and responsibilities as assigned or as requested by Supervisors or manager.
- To ensure that all statutory elements of health and safety are adhered to and maintain the premises in a safe and healthy condition and to a high standard.
- To maintain the safe storage and control of any potentially harmful materials and chemicals used within the department and ensure that such materials are appropriately marked and signposted.
- To adhere to all aspects of the departments risk management, including ensuring all necessary risk assessments are completed and the necessary checks are in place to meet all audit requirements.
- To adhere to the safe and efficient operating procedures of all department equipment and to report any deficiencies.
- To be aware of and adhere to applicable hotel rules, regulations, legislation and procedures, national legislation (Health and Safety, COSHH, Data Protection).
- To maintain confidentiality of information acquired in the course of undertaking duties for the hotel.
- To be responsible for your own continuing self-development, attending training as required and appropriate.
- To undertake other duties appropriate to the post as required.

Planning and Organisation:

- To be responsible for stocking and maintaining the work trolleys and cupboards with all the required supplies and inventory (e.g. bed linen, towels and guest amenities.) within the postholders' sphere of responsibility.
- To ensure all equipment is returned to proper locations.
- Work in a methodical manner to ensure consistency throughout the rooms.
- Keep corridors and work trolleys tidy throughout the shift.
- All dirty laundry to be taken to designated areas throughout the shift.
- Complete closing duties, including storing all reusable goods, breaking down goods, cleaning all equipment and areas.

Decision Making and Use of Judgement:

- To establish a rapport with guests to build loyal and satisfied customers and advise Management/Supervisor of any guest complaints promptly.
- Must be confident in using own judgement when making a decision that is guest or room related.

Essential Internal and External Relationships:

- Welcome and acknowledge all guests according to company standards in a timely, friendly and efficient manner. Respond to and take responsibility for guest requests and follow up any incidences.
- Speak with others using clear and professional language, and answer telephones using appropriate etiquette.
- To attend department meetings and line manager meetings as directed.
- To maintain a good relationship between all other Hotel employees, contractors and guests.

Every single member of staff at Ufford Park is critical to helping us operate. We can employ up to 150 people in peak season. All of our team members enjoy exclusive benefits such as lunch/dinner whilst on shift, free parking, a staff reward scheme, use of the pool, gym and discounted rates for use in our spa, accommodation, dining and treatments, 28 days annual leave (inclusive of Bank Holidays) and membership to the Company Pension Scheme.

EMPLOYEE SPECIFICATION

POST TITLE: Room Attendant

DEPARTMENT: Housekeeping

	Essential	Desirable	How Identified
SKILLS:	Attention to Detail Positivity Ability to Work Under Pressure Self-Motivated Good Verbal skills Exceptional Customer-Service Skills Excellent time management Good organisational skills	COSHH and manual handling training. Basic health and safety	Reference's Aptitude testing Practical assessment
EDUCATION / KNOWLEDGE:		Educated to GCSE Level	Certificates
EXPERIENCE:		1 year experience in a housekeeping role or a similar customers serving role but training will be given.	Reference's Verification of employment history