

Job Description

Job Title: Housekeeper

Job Reference : HK/05/22

Contract: Zero Hours

Salary :

16yrs – 17 yrs - £6.00 per hour

18 yrs – 22 yrs - £9.20 per hour

23+ - £10 per hour

Hours : up to 25 hours a week on a rota basis (approximately 5 hours a day : 09:30 am - 14:30 pm weekdays & 10:00 am – 15:00 pm weekends)

Reports to: Head Housekeeper, Deputy Housekeeper and Supervisors.

POSITION SUMMARY:

As a Housekeeper you will ensure that all rooms are cleaned and presented to the company standard and deliver a high level of hygiene and excellent presentation within the rooms.

The position requires a flexible approach to shift patterns and includes weekend shifts.

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.

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.

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