

ACCOMMODATION ASSISTANT

Department: Housekeeping – Public Areas & Bedrooms

Reports to: Executive Housekeeper

Position Summary:

To ensure the smooth and professional cleaning and servicing of the premises- its bedrooms, bathrooms, corridors, public areas, public toilets and business centre, presenting a clean, fresh and friendly environment to the agreed standard therefore ensuring guest satisfaction.

Responsibilities and Duties:

- To service the bedrooms and public area's allocated to you each day to the appropriate standard
- Clean bath, toilet, sink, wall tiles, vanity units, shower, doors, floors, skirting boards etc. using mops, cloths and cleaning agents supplied.
- Ability to use a step stool for high areas, to be able to pull a vacuum throughout the room or public area.
- Ability to clean all windows including the window frame, inside glass and window ledges
- To carry out extra duties, including deep cleaning etc., as notified to you each day
- To hand in all lost property at the end of the day and to notify management of any theft from the rooms.
- Ensure all crockery/cutlery from other departments (room service items) are removed from the room and the relevant department notified to collect them
- When Servicing bedrooms adhere to the required standard, offering to leave the room if the guest should return.
- Report to management any missing or broken items either in bedrooms or public areas.
- Report any faulty equipment to management so that it can be repaired
- Ability to push/pull equipment and furniture
- Ensure proper communication with other department esp. Front of house regarding guest requirements.

Specific job knowledge, skill and ability:

As a Housekeeper, you will be passionate about working in a team that ensures the highest levels of cleanliness for our guests in our bedrooms and public areas. No previous experience is needed, just a great attitude and a warm personality.

Minimum Requirements:

- Previous experience would be beneficial however not essential
- A team player with a friendly and outgoing manner
- Good command of English language
- Excellent attention to detail and a zest for cleanliness
- Ability to interact positively with guests and fellow employees
- Candidate must be reliable and flexible with working hours