

Job Description and Person Specification

Position Details

Position: Housekeeping Support **Department:** Housekeeping **Reporting to:** Housekeeping Supervisor

Contract: Zero Hour Contract **Hours per week:** Zero Hour Contract

Job Purpose: To ensure clean, well presented and maintained bedrooms and public areas and/or to ensure that all linen, towelling and garments are cleaned and finished to the required standard

Job Description

Main Objectives

- To clean and present guest bedrooms and public areas to the required brand and company standards to ensure delivery of exceptional guest experience
- To process all linen, towelling and garments to the required standard to ensure delivery of exceptional guest experience
- To report all maintenance defects to the housekeeping leadership team to ensure delivery of exceptional guest and team member experience
- To receive deliveries for the laundry and housekeeping department
- To stock relevant areas
- To clean and maintain departmental machinery and back of house areas
- To comply with all health and safety, fire and control of substances hazardous to health (COSHH) regulations and company policies and procedures
- To carry out any reasonable request required by the hotel and hotel guests

Essential

- Have the ability to work as part of a team and on own initiative
- Have excellent personal presentation and verbal communication skills
- Have a passion for delivering exceptional customer service with a 'can do' attitude
- Be flexible, motivated and committed