

Job Description

Position: Cleaning Assistant/Public Area

Department: Housekeeping

Reporting to: Housekeeping Manager

Job level: Entry

Contract: Permanent

Hours per week: 40 hours, 5 days out of 7

Job purpose:

The Public Area Cleaner to maintain the day-to-day cleaning of all hotel public areas ensure the maintenance and upkeep of the all public areas to include the exteriors which may require cleaning, deep cleaning and repair whilst managing stock, consistent with legal and hotel operating standards. To also maintaining the highest standards in the guest public areas.

Job Description

Main objectives:

- To maintain the day-to-day cleaning of all hotel public areas to include function rooms, stairs, landings, corridors, washrooms, entrances and bedrooms to ensure that all work is completed to schedule and required standard
- To drive the standard with the public area to provide an excellent Guest experience
- To ensure knowledge of correct maintenance and use of equipment reporting any issues/required repairs
- To ensure the proper usage of chemicals/cleaning supplies, machinery, and departmental linen. To have full knowledge and understanding of all the chemical products utilised, their storage and the disposal of all toxic products
- To report any maintenance defects or issues
- To complete schedules departmental daily, weekly, and monthly documented deep cleaning programme
- To efficiently conduct weekly stock takes of all chemicals and equipment and to manage weekly stock ordering and communicate to the Housekeeping Management to ensure that par levels are maintained in line with the budget
- Hand in any lost property to the housekeeping department in line with the Housekeeping team procedure
- To maintain a strong working relationship with all hotel departments
- To use all company systems to maximize the hotel operational efficiency and Guest satisfaction
- To ensure compliance with all legal, company and hotel standards
- To answer guest requests promptly taking responsibility for extra duties e.g. guest requests, spring cleaning
- To Service rooms in the evening when business needs
- Any other reasonable request as required by the business including

Person Specification

Essential skills and qualifications:

- Previous housekeeping experience in a 150+ bedroom branded hotel
- A passion for delivering exceptional levels of Guest service

Date created:

- Attention to detail
- Strong organisation skills
- Excellent interpersonal and communication skills
- Flexible with a 'can do' approach
- Previous experience of COSSH and Risk Assessments

Behavioural Indicators:

Behavioural indicators

Entry

- Personal Attributes (Self Development)
- Functional Skills (Process Management)
- Delivery at Pace (Passion for Customers)
- Functional Skills (Communication)

Skilled

- Personal Attributes (Resilience)
- Personal Attributes (Respect for Others)
- Personal Attributes (Integrity and Trust)
- People Skills (Leading a Team)
- People Skills (Developing Others)

Date created: