



VICTORY SERVICES CLUB

JOB DESCRIPTION

House Keeping Assistant/Room Attendant

Job Title:	Responsible for:	Responsible to:
Housekeeping Assistant	N/A	Head Housekeeper. Senior Supervisor. Floor Supervisors.

Primary Role:

To clean and service guest rooms and public areas within the Club to the standard operating procedures and to handle reasonable guest requests and enquiries.
To have a positive attitude to work and provide excellent service and a comfortable experience for all our guests during their stay.

Specific Tasks:

The Housekeeping room attendant is responsible to the Head Housekeeper, Senior Supervisor and Floor Supervisors.

The main duties of this position are:

- To report for duty on time on your rostered day of work wearing the correct clean and tidy uniform and wearing your name badge.
- To collect Room Keys and Daily Room Duty Sheets from the Housekeeping Office.
- To collect clean linen from Linen Room at times stated by supervisors.
- To clean Rooms at the set standard operating procedures, as per the room cleaning schedule and to carry out the job of the day as set by the head housekeeper.
- To change and replace Linen and ensure the rooms are fully stocked with all amenities.
- To assess and answer any guests and customers questions or enquiries when necessary.
- To carry out any reasonable requests made by the Housekeeper and Supervisors.
- To be flexible in assisting in different areas of the Housekeeping Department in response to the business and guests needs.
- To ensure corridors are clean and free of rubbish and that floor cupboards are locked before going off duty.
- To collect and report any lost property to the supervisor when found, according to the correct procedures.
- To report any maintenance issues to the Supervisors.
- To attend training sessions and meetings when required.
- To minimise operating cost by using all equipment and products in accordance with company and manufacturers guidelines and to maintain proper usage of cleaning supplies and equipment.
- To practice safe use of chemicals according to housekeeping guidelines.
- To adhere to the Club's Terms and Conditions of Employment as set out in the Staff Handbook.

Specific Responsibilities

- To give excellent Customer satisfaction and quality of service.
- To deal with all Guest requests in a timely, welcoming and efficient manner.
- To treat all colleagues and clients in a polite and courteous manner and give full co-operation to any colleagues requiring assistance, in a prompt and caring manner.
- To ensure that all accidents are reported immediately to the Housekeeper

Health & Safety and Environment:
<ol style="list-style-type: none"> 1. To ensure you practise a safe working area to comply with the Health and Safety at Work Act and COSHH Regulations. 2. To maintain full Security Precautions whilst carrying out cleaning duties on the Floor assigned to you.

Previous Experience:
<p>Essential - Basic knowledge of housekeeping skills and the ability to follow instructions.</p> <p>Desirable - Previous experience of one year in a similar role is preferred but full training will be given.</p>

Issued by (name/job title):	Signed:	Date:

Acknowledged by (name):	Signed:	Date: