

POSITION DESCRIPTION

Position: Housekeeping Attendant

Position objectives:

Responsible for maintaining the highest standard of cleanliness and presentation in all areas of the hotel specifically guest rooms and public areas Act as an ambassador for the hotel and town/city, region and state at all times

To follow all policies and procedures, adhere to timelines and work efficiently to achieve these tasks

To correctly use appropriate chemicals and equipment as instructed to ensure correct Work Health and safety practices at all times

Support the housekeeping team by reporting any problems, maintenance issues or guest complaints in a timely manner

Principal Responsibilities:

Ensure excellent and professional client service at all times

Clean and service all guest rooms and public areas of the hotel to the highest standard

Possess a can do approach to cleanliness

Maintain cleanliness of corridors, lifts and store rooms at all times

Servicing accommodation areas and cleaning thereof

Cleaning duties using specialised equipment and chemicals

Transferring guests' baggage to and from rooms as required

Assisting in the dry cleaning process as required

Receiving and assisting guests at the entrance to the establishment as required

Follow standard cleaning procedures at all times

Follow room set up standards with an emphasis on presentation and consistency

To monitor and report breakages / damage / maintenance matters in a timely manner

Ensure cleaning trolleys are stocked and tidy daily

To ensure any lost property is reported and logged in accordance to hotel policy and procedure

To follow the hotel's waste guidelines

To empty bins and discard all cardboard and waste materials in appropriate manner

Maintain standards of incoming linen and separate any reject items to be credited

Restock and record mini bars as required

Follow Work, Health and Safety policies and procedures at all times

To maintain correct storage of equipment and to report any shortfalls to the Head Housekeeper

Ensure correct use and storage of chemicals at all times

Know the location of and understand how to use safety data sheets

Confidently know the hotels fire evacuation procedures

To maintain grooming standards and adhere to hotel policies and procedures at all times

Punctual attendance to working hours

Input positive working ideas for the housekeeping team

Effective communication with staff and management

Contribute ideas to continually develop and improve procedures

Respect privacy and show discretion during servicing and cleaning of guest rooms

Maintain guest confidentiality at all times

Assist other team members when and where required

Follow Standard Operating Procedures (SOPs) and / or Safe Work Procedures (SWPs) for all areas of the hotel at all times
Any other duties directed by Management

Organisational Relationship:

Reporting directly to the General Manager
Working closely with all team members

Extent of Authority:

Authority and expectation to use your initiative in relation to all aspects of your role as outlined in the position description

Performance Skill Standards:

Performance will be measured upon the cleanliness and timeliness of the allocated rooms / area and this will be measured by regular inspections from management to ensure consistency
To work collaboratively within the Housekeeping team as well as with other internal departments
Well-presented and punctual
Ability to maintain a productive level of work at all times and complete room cleaning within specified allotted times
Attendance and involvement in staff meetings, training programs relating to amendments of procedures and legislative changes
Be a part of a cohesive work environment through positive reinforcement of expectations of the hotel in regard to customer service expectations
Always looking to build and develop relationships with clients to encourage ongoing return
Ensuring that all relevant industry legislation is adhered to including; Hospitality Industry General Award, National Employment Standards, Fair Work Act, HACCP standards, Work, Health and Safety policies and procedures and hotel policies and procedures

Acceptance:

I have carefully read this position description. I confirm that I have the skills and experience required and accept this position.

Signature: _____

Date: ____/____/____

Name: _____

Date of Commencement: ____/____/____