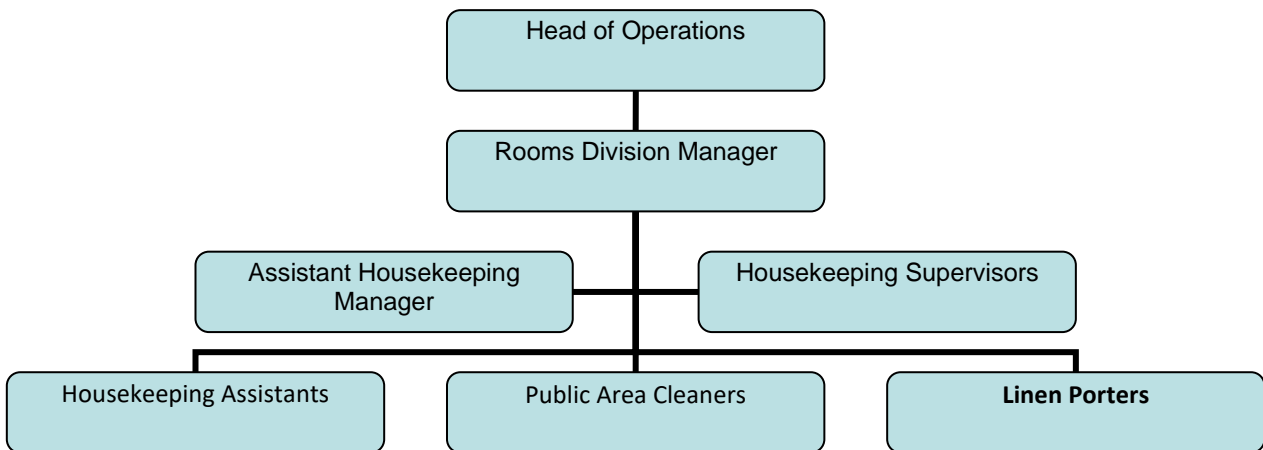


EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE

J O B D E S C R I P T I O N

JOB TITLE	Linen Porter
DEPARTMENT	Housekeeping
RESPONSIBLE TO	Rooms Division Manager

Organisation Chart



Job Summary

Working across five buildings, you will provide an efficient linen service, maintain good housekeeping and health and safety standards and deal effectively with external suppliers (guest supplies). You will also work with the wider Housekeeping team and hotel to deliver exceptional standards of guest service.

Main Duties

- Undertaking all linen portage duties, including placing linen and towels into cages for transport to laundry, sorting, counting and recording soiled item numbers, examining laundered items to ensure cleanliness, storing laundered linen on shelves after verifying numbers and types of items, issuing linen and towels on a clean-for-soiled basis and ensuring linen is neatly and systematically stored.
- Working and liaising with external suppliers (guest supplies)
- Changing and replenishing bed linen, towels and guest amenities in line with Hotel's guidelines.
- Carrying out periodic inventories of linen.
- Receiving, sorting and checking the condition of all linen and towels, recording all outgoing and incoming linen and towels from the laundry before storing or issuing.

- Hoovering the corridors, ensuring they are clean and tidy.
- Cleaning guest bedrooms and bathrooms to Hotel standards.
- Undertaking regular deep cleaning tasks.
- Managing guest request in timely and efficient manners.
- Working flexible hours in accordance with the departmental rota.
- Assisting in the training of new team members when required.
- Working with colleagues to achieve team goals and increase the productivity of the department.
- Following security procedures regarding guest belongings and securing bedrooms.
- Ensuring the correct signing in and out and use of issued keys.
- Reporting daily maintenance problems, following the correct process.
- Communicating feedback to the Housekeeping supervisors or managers, as necessary.
- Ensuring all equipment is in a safe condition and report any defects.
- Working with discretion and maintaining confidentiality.
- Attending any meetings, training courses and personal development reviews, as required.
- Being clean, smart and presentable and wearing the correct uniform whilst on duty.
- Adhering to the correct use and storage of all chemicals, materials and equipment, in accordance with COSHH regulations.
- Adhering to Health & Safety and Fire regulations.
- Carrying out any other duties and showing flexibility in hours commensurate with the grade of the post, as many be reasonably request by the management team.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to customers and guests.
- Respond professionally and pro-actively to any customer of guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health & safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

Person Specification

Experience

- Previous relevant experience within a hotel or hospital setting.

Skills and Knowledge

- Committed to providing excellent customer service to our guests
- Ability to lift, carry and use items of equipment and carry linen.
- Good timekeeping, attendance and reliability.
- Good communication skills.
- Professional and positive attitude.
- Enthusiasm for the role and for the hospitality industry.
- Ability to work effectively as part of a team.
- Ability to work on own initiative.
- Understanding of health and safety in relation to the role.
- Flexibility to work shifts including weekends, evenings and public holidays, subject to rota along with a willingness to extend or change hours/days of work from time to time upon request, to meet operational requirements.
- Good knowledge of Health and Safety (desirable, although full training will be provided).
- Knowledge of COSHH and manual handling experience (desirable, although full training will be provided).

Qualifications

- Health and Safety and COSHH certificates (desirable)