

**EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE**

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

JOB TITLE	Housekeeping Assistant
DEPARTMENT	Edgbaston Park Hotel and Conference Centre
RESPONSIBLE TO	Housekeeping Supervisor

Job Summary

To provide a high standard of cleanliness and service within bedrooms within the hotel adhering to set timeframes and to the required quality and standard. To deliver servicing of public areas and support with laundry duties whenever necessary.

Main Duties

- Service daily allocated bedrooms and other tasks required by the Housekeeping senior team.
- Provide a high level of cleanliness and service within bedrooms, back of house and public areas as necessary, adhering to the specified standards at all times.
- Keep stock rooms tidy at all times and report stock shortages to the Housekeeping Supervisor or other senior housekeeping team member.
- Keep all corridors tidy and without obstruction during servicing times.
- Follow security procedures regarding guest belongings and securing bedrooms.
- Maintain responsibility for correct use, signing in and out of issued keys.
- Report maintenance problems following correct process, on a day to day basis.
- Ensure all used linen is placed in the correct areas at the correct times.
- Communicate feedback to the Housekeeping Supervisor or other senior housekeeping team member as necessary.
- To be clean, smart and presentable and wear correct uniform whilst on duty.
- Hand all lost property in as per the correct process.
- Assist Housekeeping team with the periodic cleaning and laundering of all aspects of the department including blinds, curtains, bed covers, duvets, carpets, furniture etc.
- Ensure all equipment is in a safe condition and report any defects.
- Polite, friendly and helpful to all customers, maintain a good level of customer service at all

times. Acknowledge guests and colleagues in a pleasant manner.

- Work with discretion and confidentiality.
- Attend any training courses and personal development reviews.
- Adhere to correct use and storage of all chemicals, materials and equipment in accordance with COSHH regulations.
- Adhere to Fire, Health and Safety regulations.
- Carry out any other duties and show flexibility in hours commensurate with the grade of the post as many be reasonably request by the management team.

Knowledge, Skills, Qualifications & Experience Required

Essential

- Ability to lift and carry items of equipment and rubbish bags and able to undertake a wide range of high quality cleaning.
- Demonstrate good timekeeping, attendance and maintain smart appearance.
- Housekeeping experience within busy hotel.
- Good communication skills.
- Professional and positive attitude.
- Excellent customer service skills.
- Enthusiasm for the role and for the hospitality industry.
- Ability to work accurately with good attention to detail.
- Reliable and able to work as part of a team.
- Awareness of Health and Safety.
- Flexibility to work shifts including weekends, evenings and public holidays subject to rota and willingness to extend or change hours/days of work from time to time upon request, subject to operational requirements.

Desirable

- Good knowledge of Health and Safety
- Knowledge of COSHH and manual handling experience