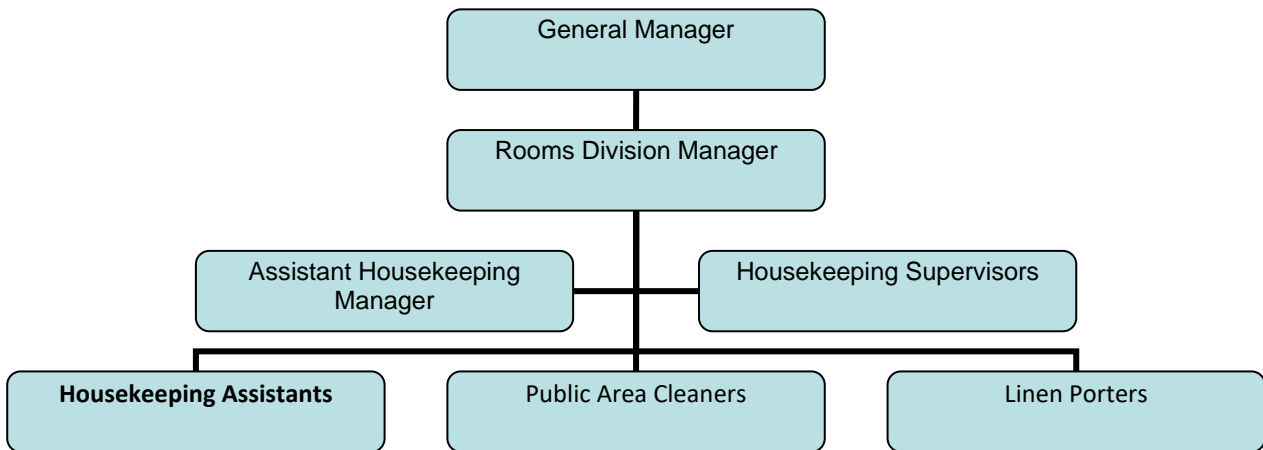


EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE

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

JOB TITLE	Housekeeping Assistant
DEPARTMENT	Housekeeping
RESPONSIBLE TO	Rooms Division Manager

Organisation Chart



Job Summary

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

Main Duties

- Provide a high level of cleanliness and service within public areas and back of house areas as necessary, adhering to the specified standards.
- Keep stock rooms tidy and report stock shortages to the Housekeeping Supervisor or Assistant Housekeeping Manager.
- Keep all corridors and public areas tidy and without obstruction.
- Ensure all used linen is placed in the correct areas at the correct times.
- Support with servicing bedrooms whenever necessary.
- Assist the Housekeeping team with the periodic cleaning and laundering of all aspects of the function including blinds, curtains, bed covers, duvets, carpets, furniture.

- Be polite, friendly and helpful to all guests, maintaining a good level of customer service at all times.
- Follow security procedures regarding guest belongings and securing bedrooms.
- Ensure the correct use and signing in and out of issued keys.
- Report daily maintenance problems, following the correct process.
- Communicate feedback to the Housekeeping Supervisors or Assistant Housekeeping Manager, as necessary.
- Hand all lost property in, following the correct process.
- Ensure all equipment is in a safe condition and report any defects.
- Work with discretion and confidentiality.
- Attend any training courses and personal development reviews.
- Be clean, smart and presentable and wear correct uniform whilst on duty.
- Adhere to correct use and storage of all chemicals, materials and equipment, in accordance with COSHH regulations.
- Adhere to Health & Safety and Fire 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.

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 housekeeping experience (guest bedrooms/apartments) within a busy hotel.

Skills and Knowledge

- Ability and skills to undertake a wide range of high-quality cleaning.
- Ability to lift and carry items of equipment and rubbish bags.
- Demonstrate good timekeeping, attendance and reliability.
- 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.
- Ability to work effectively as part of a team.
- 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

- Good level of general education
- Health and Safety and COSHH certificates (desirable)