

Job Description

Job Title: Floor Housekeeper	Department: Housekeeping	Reporting to: Head Housekeeper
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Aim of the role

To assist and support the Head Housekeeper maintaining the high standards in the Hotel bedrooms and corridors.

Responsibilities

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- To check all rooms ensuring they have been cleaned to the standard set by the Hotel.
- To clean rooms when necessary setting the standards for all Housekeeping staff
- To prepare the Housekeeping General Assistant's work lists.
- To check all areas cleaned by the public cleaners.
- To maintain correct stock levels in housekeeping stores and check that it is stored correctly.
- To train housekeeping staff as required in duties and on equipment use.
- To make up Housekeeping General Assistant's store orders as required.
- The upkeep of any housekeeping paperwork.
- To assist in the linen room when required.
- To be responsible for the issue and collection of keys.
- To deal with any lost property requests.
- To deputise in the absence of the Head Housekeeper and Deputy Head Housekeeper.
- To liaise with Reception on any rooms or guest's requirements.
- To report any maintenance faults and deal with lost property.
- To ensure that guest's names are used at every opportunity.
- To assist with guest's queries as required or refer to the Head Housekeeper.
- Attend any necessary training sessions or meetings.
- To make sure that Company Policy, the Vision Statement, and Departmental Objectives are followed and utilised at all times.
- To ensure that all appliances, fixtures and fittings are safe and work in accordance with Health & Safety regulations and report any faults to the Head Housekeeper.
- To be fully aware of the Hotel's Fire Safety Procedures and Health & Safety regulations.

THIS PERFORMANCE ROLE GUIDE IS NOT EXHAUSTIVE, NOR IS IT MEANT TO BE. ADDITIONAL ITEMS MAY BE INTRODUCED WHERE NECESSARY.

As the current post holder of this Performance Role Guide, I confirm I have read and understood the duties of this role.

Name (please print) _____

Signed: _____ Date: _____