



IMAGO

VENUES

JOB DESCRIPTION

Job Title: Evening Cleaner

1. Job purpose

To ensure that the cleaning of all public and domestic areas is done by following Housekeeping operational guidelines

2. Duties and responsibilities

- **Quality**
 - To ensure that the cleaning and servicing of all public areas and corridors is done to the highest standard.
 - To replenish all complimentary items within the public areas
 - To monitor laundry standards for cleanliness and suitability
 - To ensure any faults in the areas of the hotel or cleaning equipment are reported and dealt with
- **Customer Care**
 - To ensure any guest requests are attended to immediately in a manner which exceeds the customer's expectations
- **HR and Training**
 - To ensure that correct company standards and procedures are followed as per employee handbook
- **Health and Safety**
 - To ensure all Health and Safety procedures are adhered to.
 - To ensure awareness and understanding of hazardous products as per COSHH guidelines
 - To be aware of all relevant emergency and evacuation procedures
- **Communication**
 - To maintain good conduct, discipline and motivation within the department
- **Finance – sales and costs**
 - To ensure cost control is maintained within department
- **Other Related Activities and Functions**
 - To undertake such other duties as may be reasonably requested with the nature and level of the business requirement

- Organisational responsibility
 - Reports to the Head of Housekeeping / Housekeeping Supervisor(s)

The above is designed to help in the understanding of the role and is not intended to be a definitive list of duties as flexibility in meeting Company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

Employee Name: _____

Employee Signature: _____

Manager Name: _____

Manager Signature: _____

Date: _____

Job Specification

Job Title: Evening Cleaner

Department / Section: Front of House / Housekeeping

	Essential	Desirable
Experience	<p>Experience of cleaning to a high standard</p> <p>Experience of providing excellent customer service</p>	<p>Experience of cleaning in a commercial or hotel environment</p>
Skills and Abilities	<p>Pay attention to detail and able to maintain high standards at all times</p> <p>Organised and able to work to tight deadlines</p> <p>Outstanding customer service skills</p> <p>Self-motivated and able to work using own initiative</p> <p>Punctual and reliable</p> <p>Discretion and confidentiality</p> <p>Effective team player</p> <p>Articulate with good communication skills</p>	<p>Use initiative to ask questions and query systems in place.</p>
Training	<p>A willingness to undertake further training if and when required.</p> <p>A willingness to adopt new procedures as and when required.</p>	
Education / Qualification	<p>Good understanding of written and spoken English</p>	<p>Educated to at least GCSE grade C standard in core subjects ie English and Maths</p>

		Welcome to Excellence or similar customer service qualification
Other	<p>As the post is physically demanding, applicants should be fit and able to perform this role.</p> <p>Well presented with a pleasant and courteous manner</p> <p>Flexible, able to work shifts and weekends</p> <p>To observe imago's Equal Opportunities policy at all times</p> <p>Expected to wear imago's corporate wear whilst on duty</p>	