



JOB DESCRIPTION

Job Title: Housekeeper

1. Job purpose

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

2. Duties and responsibilities

- **Quality**
 - To ensure that the cleaning and servicing of guest bedrooms and corridors is done to the highest standard.
 - To replenish all complimentary items within the guest bedroom
 - To assist in the cleaning of other areas during low bedroom occupancy periods
 - To monitor laundry standards for cleanliness and suitability
 - To ensure any faults in bedrooms or all 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: Housekeeper

Department / Section: Front of House / Housekeeping

	Essential	Desirable
Experience	One year's experience of cleaning in a commercial or hotel environment	One year's experience as a Housekeeper in a 100+ room hotel.
Skills and Abilities	To be able to work to tight deadlines with attention to detail Organisational and time management skills. Discretion and confidentiality. Effective team player. Articulate with good communication skills. Able to work using own initiative and be self-motivated.	Use initiative to ask questions and query systems in place.
Training	A willingness to undertake further training if and when required. A willingness to adopt new procedures as and when required.	
Education / Qualification	Good understanding of written and spoken English	Educated to at least GCSE grade C standard in core subjects ie English and Maths. Welcome to Excellence or similar customer service qualification.
Other	As the post is physically demanding, applicants should be fit and able to perform this role.	

	<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>	
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