

**JOB DESCRIPTION FOR HOUSEKEEPER
MAY 2024**

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job title	Housekeeper
Band	B1
Team	Operations
Purpose of role	<p>To support the housekeeping operation, driving and supporting all daily housekeeping standards to ensure consistent customer service excellence.</p> <p>You must be friendly and engaging with all team members and guests. The focus must be on delivering quality of bedroom and public area standards. The role will require delivering our offer while being flexible with all customers daily request. To be a fully committed ambassador driving our six key company values and championing our people and planet philosophies.</p> <p>As an Imago Team member you will ensure you follow our three golden rules at all times:</p> <ol style="list-style-type: none"> 1. Say hello to every guest and team member 2. Never walk past a bad standard 3. Never say no
Reports to	Housekeeping Manager
Manages	N/A
Main duties	<ul style="list-style-type: none"> • Carry out all day-to-day housekeeping operations to the highest standards and in line with company policy • Respond proactively to guest needs and questions • Understand customer feedback to ensure our customer satisfaction targets are exceeded. Any guest issues are resolved effectively, and continual improvement implemented • Communicate effectively with other departments • Work with the Housekeeping Manager and other team members ensuring a smooth welcome and departure of our guests • Follow all mandatory company training and report any issues that you may find • Other duties and responsibilities appropriate with the level of this post
People skills	<p>Positive attitude, open-minded outlook, flexible, and responsive to changing customer needs</p> <p>Ability to communicate effectively and listen to guests and team members</p> <p>Confidence to be able to build trust with hotel guests and team members</p>



Technical skills	Experience of working within a housekeeping operation. Good understanding of all health and safety and cleaning standards.
Qualifications	

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)
Signature of Manager
Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)
Signature of employee
Date