

**JOB DESCRIPTION FOR LINEN PORTER
 JUNE 2024**

A list of job duties associated with your job title is set out below.

Job title	Linen Porter
Band	B1
Team	Operations
Purpose of role	<p>To carry out the task of accepting the linen delivery and organisation of linen rooms across the hotel. Tasks will be directed by the Housekeeping Manager on a daily basis.</p> <p>To support the housekeeping team with collecting linen carts from occupied bedrooms and stocking up fresh linen. Other areas may include supporting the housekeepers, stocking up trolleys and general organisation. 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"> • To understand and ensure Health and Safety policies are followed within the venue and that these are consistent with the University's policies, procedures, and standards. • To accept the delivery of new linen cages and put away in the main linen room. • To organise the linen room and stock up each of the housekeeping cupboards. • To collect the linen trolleys from each corridor and get ready for collection the next day. • To keep all linen cupboards neat and tidy and organised to the correct standard. • Support with ordering and stocktaking of linen.

	<ul style="list-style-type: none"> To prep all dirty linen cages, separating towels and sheets ready for collection.
People skills	<p>Positive attitude, 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	<p>Experience of working within a team environment.</p> <p>Good understanding of all health and safety and cleaning standards.</p>
Qualifications	

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.

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