



Housekeeping Description

Reports to

Owners/Pub Manager

Job Objective

To clean all areas of the hotel thoroughly, with the key aim of enhancing the customer experience by having excellent standards of hotel cleanliness.

Essential requirements

You must:

- have proof of right to work in the UK
- be able to converse in English
- have a fixed place of residence and live within a reasonable travelling distance of the workplace

Main responsibilities

- Deliver excellent customer service, at all times
- Maintain high standards of cleanliness and presentation in all back-of-house areas and customer areas
- Service all bedrooms and corridors, in line with company policy
- Create and work to daily job lists from the room status list, arrivals and departures list
- Keep up to date with current promotions and hotel pricing, to provide information to guests, on request, while maximising bedroom sales opportunities
- Maintain the stocking levels of all point-of-sales and consumables
- Report any maintenance issues immediately to a manager, including all furniture, fittings and equipment
- Reset lighting to the current standards
- Complete all periodical tasks, such as flipping mattresses, cleaning curtains and dusting lamp shades

- Store all soiled and clean laundry in line with company policy and complete the required documentation
- Fulfil all reasonable requests from guests, to ensure their comfort, satisfaction and safety
- Report any security issues to line manager
- Maintain personal knowledge by completing in-house training and workbooks
- Always adhere to all company policies and procedures and licensing laws
- Be involved and contribute at team meetings
- Carry out instructions given by the management team