Housekeeping Team Member

**Location:** Ibis Queen’s Quarter, 75 University Street, Belfast, BT7 1HL

**Department:** Housekeeping

**Reports to:** General Manager / Housekeeping Supervisor / Manager on Duty

**Hours of Work:** As rostered to meet the needs of the business

**Rate of Pay:** £8.53 per hour

**Job** Overview

As Housekeeping Team Member, you will be required to ensure that all public areas and bedrooms that are allocated to you are cleaned to the required Hotel standard

Responsibilities include the upkeep and cleanliness of the entire Hotel including guest rooms, public areas and back of house

Adopt a professional, enthusiastic and courteous approach in providing a high level of service to the guests, complying with your specific duties and responsibilities as contained herein and as set down by your Manager

**Duties** and Responsibilities

Customer Relations:

* Provides a friendly and personalised welcome for guests
* Establishes good relations with guests
* Is attentive to guests’ requests and responds efficiently and politely
* Commitment to delivering high levels of guest service and cleanliness
* Be fully conversant with all facilities and services in the Hotel, to be able to tell the guests about them when requested

Professional Techniques / Production:

* Servicing a set number of guest rooms each day to the standards required. Basic duties will include: bed changing and making, dusting, vacuuming, polishing, cleaning baths, showers, toilets, mirrors and glassware, etc.
* Cleaning of public areas and back of house
* Replenish guest amenities, coffee, tea
* Check that equipment is in good working order
* Respect guidelines on the use of cleaning products
* Responsible for cleaning and re-stocking the trolley every day
* A positive attitude and basic command of the English language due to guest interaction
* The enthusiasm to be part of a winning team
* High attention to detail
* High energy and positive can do attitude
* Happy, friendly and helpful attitude towards fellow team members and guests
* Actively participate in any training and personnel exercises designed to improve

standards and performance levels

Management and Administration:

* Apply the procedure for handling lost property
* Handle Hotel equipment, complimentary welcome gifts and room linen with due care
* Report to the Housekeeping Supervisor on any problems or faults which require maintenance
* Maintain a high level of co-operation with the Housekeeping Supervisor and with all other Departments

Hygiene / Personal Safety / Environment:

* A smart and professional appearance
* Be fully conversant and comply with health, safety, fire, evacuation and security regulations and procedures of the Hotel
* Always operate in a clean and hygienic manner maintaining a good standard of personal hygiene and appearance, as well as having a pleasant disposition
* Report for work on time and in the correct uniform

**Accountability**

This job involves working in the Housekeeping Department. Hours may include evening and weekend shifts

**Qualifications** and requirements

**Essential:**

* Ability to work within a Team
* High standards of Attention to Detail
* Strong Time Management skills and flexible with regards to working hours
* Good Communication and Listening Skills

**Desirable:**

* Experience within a Housekeeping Role
* Experience within the Hospitality Industry

**Accor Employee Benefits:**

30% Discount on Accommodation

Vouchers

**Andras Hotels Employee Benefits:**

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food

Holidays

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job