

Housekeeping Team Member

Location: Holiday Inn Express, 106A University Street, Belfast, BT7 1HP

IBIS City Centre- 100 Castle Street BT1 1HF

Cordia Serviced Apartments - 335-367 Lisburn Road BT9 1HP

Department: Housekeeping

Hours of Work: 24 / 32 / 40 hours per week

About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company

We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company

Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home

About the Role...

In this role you will clean and service assigned rooms/apartments or areas per established standards and procedures including making beds, dusting, vacuuming, cleaning and sanitising bathrooms, removing rubbish, etc. The Housekeeping Team Member will notify the supervisor when service is complete, so rooms may be sold or occupied while you monitor and control supplies and amenities and minimise waste within all areas of housekeeping. Report, turn in, and/or log all lost property items as per established procedures

About You...

You will have strong attention to detail. You will enjoy working with a team and contributing positively to it, but also have the ability to work on own initiative. Communication is key working in the Housekeeping department to ensure all standards are adhered to. This role requires the ability to perform the following: carrying or lifting items, pushing and/or pulling items, frequently standing up and moving about the facility, frequently handling objects and equipment to maintain the facility, frequently bending, stooping and kneeling



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Why Work for Us...

Andras Hotels Employee Benefits:

Induction and Training Programme
Andras Academy – progression opportunities within the Andras Hotels Group
Andras Hotels Staff Discount Scheme – travel, food, shopping
Recruit a Friend Scheme
Employee of the Month Award
Pension Scheme
Holiday Entitlement
Work for globally renowned Hotel Brands
Continuous Job Vacancies throughout the Group
Uniform
Staff meals while on duty

IHG Employee Benefits:

IHG Brand Training
IHG Staff Rates Worldwide
IHG Family and Friends Rate
IHG Reward Club Incentive Scheme
50% Discount on Food & Drink

Main Duties and Responsibilities

- Greet all guests, welcome and assist them with any requests, enquires or directions. If you are unable to fully assist them then to refer the request to the Head Housekeeper.
- Clean and service your areas in accordance with the established standards.
- Ensure that the service areas are clean and tidy.
- Trolleys are to be well stocked and kept neat and tidy at all times and locked away at night.
- Immediately turn in and report any lost property found to the Head Housekeeper.
- Ensure that all cleaning equipment and machinery are maintained in working order.
- Make sure the usage of all cleaning supplies is correct and follows the set standards and instructions.
- Report any problems or faults which require maintenance to the Head Housekeeper
- Use cleaning materials supplied in the recommended manner economically and efficiently.
- Be fully conversant and comply with the health, safety, fire, evacuation and security regulation 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 and groomed to the highest standards in personal hygiene.
- Be fully conversant with all facilities and services in the Hotel/Apartments, to be able to tell the guests about them when requested.
- Maintain a high level of co-operation with the Head Housekeeper and with all other departments.
- Perform deep cleaning tasks and special projects if needed



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Key Performance Behavioural Indicators

- Identifying customer service problems or issues before they arise
- Displaying a positive, friendly and informal manner with customers
- Showing a sense of urgency on behalf of customers and actions requests quickly
- Undertaking work in a well-organised and systematic way
- Working effectively with colleagues and other departments
- Striving for excellence by paying attention to important detail
- Ensuring promises are kept by following through on customer requests

Accountability

- Works within Housekeeping Department
- Hours of work will involve mornings, evenings and weekends

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

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



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