

Housekeeper with Reception Duties – 20 hours

Location:

Cordia Serviced Apartments
355-367 Lisburn Road,
Belfast, BT9 7EP

Department:

Housekeeping

Reports to:

Duty Manager

About us

Andras Hotels is Northern Ireland's largest hotel group and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

What is the job?

You will be responsible for ensuring standards of cleanliness, hygiene and tidiness within the apartments and for reporting any maintenance requirements in order to comply with the Apartments established quality standards. You will be required to carry out front desk duties as and when required.

What we offer

- Recruit a Friend scheme
- Employee of the Month Award
- Health Care Cash Plan
- Increased annual leave with service
- Discounted rate at BodyScape Health Club, based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group

Your day to day

Customer Relations:

- Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times
- Carry out Company's customer relation policy and communicate Apartment services to guests.



Professional Techniques / Production:

- Carry out front desk duties at times as required, providing check-in and out service and anticipating guests' needs as well as demonstrating excellent customer service
- Answer telephones and deal with guest queries and bookings
- To Clean apartments, corridor areas, stairs and public areas and to ensure they are cleaned on daily basis to the required standards and quality targets
- Maximise the use of all resources and maintain costs at agreed levels
- Oversee the ordering, delivery, count and storage of all linens and all items necessary to service your department, including bathroom items, tea/coffee making facilities, stationery, equipment, cleaning materials, etc., and to control cost to agreed levels
- Actively participate in any training and personnel exercises designed to improve standards and performance levels
- Upkeep of the equal opportunities policy to ensure that there is a neutral working environment
- Work in accordance with standard procedures within each department
- Keep staff/work areas tidy, safe, and report any hazard, accident, loss or damage to management and observe all requirements under Health & Safety at Work Act (1989)
- Need to make sure to record all maintenance issues and highlight to the maintenance team.

People:

- Instruct, delegate and control staff under your responsibility assigning apartments and tasks to the housekeeping team and advising the Duty Manager of the needs of housekeeping staff, be it materials or equipment in order to carry out their job efficiently and effectively
- Carry out meetings with staff and record this and notify the personnel department.

What we need from you

We are looking for a team player with the ability to work well with fellow colleagues and who meets the following criteria:

Essential:

- Ability to communicate, both verbally and written, effectively with guests, vendors and co-workers
- Problem solving skills and ability to work on own initiative
- Efficient in time management and goal oriented
- Must read, write and speak the English language fluently
- Strong Microsoft skills
- Candidate must work well with others and have a pleasant and approachable manner.

Desirable:

- Experience as a departmental manager within a Hotel or Serviced Apartments
 - Higher level qualification or management training
 - Local market knowledge and experience with emphasis on local, corporate and group business
 - 3 A-levels or equivalent.
-

How do I deliver this?

We genuinely care about people, and we show this through living the Andras Hotels behaviours.

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable

*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.*

To apply, please submit your CV by email to hrrassistant@andrashouse.co.uk