

Housekeeping Team Member – 32 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.

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

- Achieve individual and departmental targets and objectives
- 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.
- 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 Housekeeper supervisor or Duty Manager.
- Trolleys and storerooms are to be well stocked and kept neat and tidy at all times and locked away at night.



- Monitor and control supplies and amenities and minimise waste within all areas of housekeeping
 - Immediately turn in and report any lost property found to the Housekeeper supervisor or Duty Manager.
 - Notify the supervisor when service is complete, so rooms may be sold or occupied
 - Ensure that all cleaning equipment and machinery are maintained in working order and report faulty equipment to the Housekeeper supervisor or Duty Manager.
 - Make sure the usage of all cleaning supplies is correct and follows the set standards and instructions.
 - Comply with the health, safety, fire, evacuation and security regulation and procedures of the Apartment Building.
 - Always operate in a clean and hygienic manner maintaining a good standard of personal hygiene and appearance as well as having a pleasant disposition.
 - Perform deep cleaning tasks and special projects if needed
 - You will be expected to adopt the Apartment cleaning behaviours
 - Participate in any training, briefings and meetings as required
 - Perform other duties as assigned.
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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 work within a Team and also independently
- High standards of Attention to Detail
- Strong Time Management skills and flexible with regards to working hours
- Ability to communicate and follow instruction
- Must have a clear understanding of speaking and understanding English

Desirable:

- Experience within a Housekeeping Role or Cleaning role
 - Experience within the Hospitality, care provider or retail sectors
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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

