

Assistant Housekeeping Manager – 40 Hours

Hotel:	Crowne Plaza Belfast 117 Milltown Road Belfast, BT8 7XP	Department:	Housekeeping
		Reports to:	Housekeeping 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?

The moment a guest steps into one of our hotels, they walk into a genuinely memorable experience. As Assistant Housekeeping Manager you'll help the Housekeeping Manager in supervising all aspects of housekeeping and laundry – ensuring high standards are maintained.

What we offer

- Discounted hotel rates at 6000 hotels worldwide
- Health Care Cash Plan
- Increased annual leave with service
- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Discounted rate at BodyScape Health Club based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Hotel Incentive scheme.

Your day to day

People

- Assist Housekeeping Manager in managing day-to-day staffing requirements, plan and assign. Provide mentoring, coaching and regular feedback to help manage conflict and improve employee performance
- Ensure staff are fully trained in all mandatory Brand and Health & safety trainings and has the tools and equipment to carry out job duties
- Promote teamwork and quality service through daily communication and coordination with other department heads
- May assist with planned deep cleaning projects and/or assist housekeeping staff during high volume periods. Recommend or initiate any HR related actions where needed

Financial

- Monitor staff hrs on day-to-day basis.
- Control Chemical usage in hotel.
- Maintain proper inventory levels, managing cost per room for supplies and labour (example: bed & bath linen reuse and laundry operation).

Guest Experience

- Check public areas, guest rooms/suites, equipment, linens are clean and in good repair advise team members of areas of improvements
- Perform housekeeping duties necessary, including making beds as well as vacuuming and cleaning guest suites to ensure guest satisfaction
- Handle complaints and special requests to achieve complete guest satisfaction
- Comply with special needs and requests of the guests, VIPs and repeat visitors.
- Responsible Business
- Maintain and order supplies and equipment in a timely and efficient manner while minimizing waste and maintaining “green” initiatives (example: container recycling and cleaning agents)
- Maintain procedures for security of lost and found items
- Perform other duties as assigned. May also serve as Acting Housekeeping Manager in absence of Housekeeping Manager
- Involve team in preferred Hotel Charity
- Educate team in Hotel’s Green Engage programme to reduce Hotel’s Carbon footprint

What we need from you

Essential:

- 1 years’ housekeeping experience to include supervisory experience
- A high level of written and verbal communication
- Must speak Fluent English.

Desirable:

- Previous experience in the hospitality industry.



How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all Crowne Plaza hotels.

Crowne Plaza hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner.

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

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 hassistant@andrashouse.co.uk

