



Job Title:

Housekeeper

Location:

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

Responsible to:

Head Housekeeper/Manager on Duty

Hours of Work:

As required to meet the needs of the business

Rate of Pay:

National Minimum Wage under 25
National Living Wage over 25

Experience/Qualifications

Essential:

- Experience within a Housekeeping role
- Good communication and listening skills
- Ability to work in a fast paced environment requiring flexible working and a genuine willingness to help guests and colleagues in the hotel

Desirable:

- Experience within the hospitality industry

Profile:

You are engaged as Housekeeper where you will have the responsibility of working in the housekeeping areas. The reputation of the hotel rests to a large extent on the ability to satisfy its customers. In your position you will constantly be dealing with these customers and therefore you are expected always to be well presented, and to treat the customers in a friendly and professional manner. Similarly our guests will expect the hotel rooms to



be immaculate and therefore attention to detail is one of the greatest attributes you can bring to the post.

To adopt a professional, enthusiastic and courteous approach in providing a high level of service to the customers. To comply with your specific duties and responsibilities as contained herein and as set down by your manager.

Main Duties and Responsibilities:

- To smile and warmly acknowledge all our guests
- To clean and service your areas in accordance with the established standards
- Greet all customers, 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
- 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
- To use cleaning materials supplied in the recommended manner economically and efficiently
- To be fully conversant and comply with the health, safety, fire, evacuation and security regulation and procedures of the hotel
- To always operate in a clean and hygienic manner maintaining a good standard of personal hygiene and appearance as well as having a pleasant disposition
- To report for work on time and in the correct uniform and groomed to the highest standards in personal hygiene
- To be fully conversant with all facilities and services in the Hotel, to be able to tell the guests about them when requested
- To maintain a high level of co-operation with the Head Housekeeper and with all other departments
- Receive and despatch clean/soiled linen

Note: The above is not intended to be an exhaustive list and you will be expected to comply with any reasonable requests or duties as directed by management

