

Housekeeping Team Member – Various Hours

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

What is the job?

As a Housekeeping Team Member – you'll make sure our rooms and suites are always 'fresh and welcoming' for our guests after a busy day at work – creating a haven for them to escape and relax in - or get a bit of last minute work done.

Your day to day

- You'll make sure our rooms are always at their best - we have standards - but it's down to you to make that room special and memorable for guests
- Help guests - you'll be happy to help if someone needs a toothbrush or directions for example
- Keep your supervisor updated on room service progress and alert them to any repairs needed
- Safety aware – follow our established safety procedures at all times - and wear protective equipment when needed
- Be organised - keep on top of supplies and amenities and always try to minimise waste
- Reunite items with owners – and log any lost and found property
- Look smart – wear your uniform and name badge with pride
- Other ad-hoc duties – unexpected moments when we have to pull together to get a task done
- Monitor and control supplies and amenities, and minimise waste within all areas of housekeeping
- Report, hand in, and/or log all lost and found items according to departmental procedures
- Work as part of a team and communicate with other departments as per hotel procedures to ensure excellent quality and service
- Assist with deep cleaning projects
- Assist turndown duties
- Assist with other duties as assigned
- Attend all relevant departmental / hotel / company training

What we need from you

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.

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.

What we offer

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape based at Crowne Plaza Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme
- Discounted Hotel Rates
- Hotel Incentive scheme

*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