

## Housekeeping Team member

**Location:** Holiday Inn Express, 106A University Street, Belfast, BT7 1HP  
Crowne Plaza, 117 Milltown Road, Shawsbridge, BT8 7XP  
Hampton By Hilton, 15 Hope Street, BT12 5EE  
IBIS City Centre, 100 Castle Street BT1 1HF  
IBIS Queens Quarter, 75 University Street BT7 1HL  
Cordia Serviced Apartments, 335-367 Lisburn Road BT9 1HP  
Holiday Inn City Centre, 40 Hope Street, Belfast, BT12 5EE

**Department:** Housekeeping

### About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company. We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company. Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group and we are proud to be at the forefront of hospitality in Northern Ireland.

### About the Role...

This is a crucial role within a dynamic and fast paced environment. Primarily this role will involve working in the housekeeping department ensuring that our rooms are always fresh and welcoming for our guests. You may assist in other departments to ensure an excellent service to our guests and ensure we are meeting the high standards of our international brands.

### About You...

You will have strong attention to detail. You will enjoy working with a team and contributing positively to it, but also have the ability to work on own initiative. Communication is key working in the Housekeeping department to ensure all standards are adhered to. This role requires the ability to perform the following: carrying or lifting items, pushing and/or pulling items, frequently standing up and moving about the facility, frequently handling objects and equipment to maintain the facility, frequently bending, stooping and kneeling



## Why Work for Us...

### Andras Hotels Employee Benefits:

Health Care Cash Plan  
 Andras Hotels Staff Discount Scheme – travel, food, shopping  
 Recruit a Friend Scheme  
 Employee of the Month Award  
 Payroll Giving in Action  
 Staff meals while on duty  
 Uniform  
 Discounted rate at Crowne Plaza Gym  
 Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group  
 Work for globally renowned Hotel Brands  
 Reward Club Incentive Scheme  
 Discounted Hotel Rates  
 Hotel Incentive scheme

### Main Duties and Responsibilities...

- 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 Head Housekeeper or supervisor.
- Trolleys and store rooms 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 Head Housekeeper.
- 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 Head Housekeeper or Supervisor.
- 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 hotel.
- 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 hotel brand behaviours

### 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

#### Accountability...

- Works within Housekeeping Department
- Hours of work will involve mornings, evenings, weekends and bank holidays

#### Qualifications and requirements...

##### 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

##### Desirable:

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

**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**

