

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

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. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home.

About the Role...

- In this role you will 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.
- The Housekeeping Team Member will notify the supervisor when service is complete, so rooms may be sold or occupied while you monitor and control supplies and amenities and minimise waste within all areas of housekeeping.

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
- 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.
- Ensure that the service areas are clean and tidy in accordance with established standards.
- Trolleys and store rooms 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 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.



Key Performance Behavioural Indicators...

- Identifying customer service problems or issues before they arise
- Displaying a positive, friendly and informal manner with customers
- Showing a sense of urgency on behalf of customers and actions requests quickly
- Undertaking work in a well-organised and systematic way
- Working effectively with colleagues and other departments
- Striving for excellence by paying attention to important detail
- Ensuring promises are kept by following through on customer requests
- You will be expected to work independently

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

