

Housekeeping Team Member

Location: Ibis City Centre, 100 Castle Street, Belfast, BT1 1HF

Department: Housekeeping

Hours of Work: 24 hours per week

Rate of Pay: £8.21 per hour

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 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. Report, turn in, and/or log all lost property items as per established procedures

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:

- Induction and Training Programme
- Andras Academy – progression opportunities within the Andras Hotels Group
- Andras Hotels Staff Discount Scheme – travel, food, shopping
- Recruit a Friend Scheme
- Employee of the Month Award
- Pension Scheme
- Holiday Entitlement
- Work for globally renowned Hotel Brands
- Continuous Job Vacancies throughout the Group
- Uniform
- Staff meals while on duty



Accor Employee Benefits:

30% Discount on Accommodation
Vouchers

Main Duties and Responsibilities

- 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
- Clean and service your areas in accordance with the established standards
- 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
- Use cleaning materials supplied in the recommended manner economically and efficiently
- Be fully conversant and 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
- Report for work on time and in the correct uniform and groomed to the highest standards in personal hygiene
- Be fully conversant with all facilities and services in the Hotel, to be able to tell the guests about them when requested
- Maintain a high level of co-operation with the Head Housekeeper and with all other departments

Accountability

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

Qualifications and requirements

Essential:

- Ability to work within a Team
- High standards of Attention to Detail
- Strong Time Management skills and flexible with regards to working hours
- Good Communication and Listening Skills

Desirable:

- Experience within a Housekeeping role
- Experience within the Hospitality Industry

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