

Job Description

The Arora Group

Job Role:	Room Attendant
Department:	Housekeeping
Reports to:	Executive Head Housekeeper

Job Overview

The Housekeeping Department is responsible for the upkeep and cleanliness of the entire hotel including guest rooms, public areas, Food & Beverage outlets, spa facilities, back of house areas and team member facilities.

Duties and Responsibilities

- Servicing a set number of guest rooms each day to the standards required. Basic duties will include: bed changing and making, dusting, vacuuming, polishing, cleaning baths, showers, toilets, mirrors and glassware etc.
- Reporting any damaged or missing items to the Floor Supervisor
- Maintain good communication and working relationships to ensure best practise
- Ensure that you have the correct amount of rooms on your task sheet
- Ensure waste is minimised when using materials, i.e. chemicals, toiletries linen, stationery and disposables
- Be aware of hotel environmental procedures (recycling and waste segregation)
- Respect and maintain security of guest rooms and privacy of guests
- Follow the Company Lost Property procedures

Skills & Experience

- Previous experience is preferred but not essential
- Ability to take on physically demanding job
- a commitment to delivering high levels of guest service and cleanliness
- a positive attitude and good command of the English language due to guest interaction
- Strong English Language communication skills

Employee Name: _____

Employee Signature: _____

Date: _____