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| Job Title  | Room Attendant  |
| Responsible to  | Head Housekeeper  |
| Responsible for  | N/A  |
| Collaborate with | Kitchen, Reception and Bar  |
| Job Purpose Summary | * To be a positive player within the housekeeping team
* To achieve 5-star standard of housekeeping in both guest rooms and public areas
* To follow the standard operating procedures
* To offer ‘sincere’ hospitality to all our guests, and to share the ‘spirit of Scotland through our hospitality’
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| Attitude & Values  | Positive \* Team Focussed \* Guest Focussed \* Honest \* Warm \* Authentic \* Proud  |
| Guest Experience  | * 6-foot guest rule
* Going the extra mile
* Attention to detail
* Consistency
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| Duties & Responsibilities | * Conduct yourself in a professional manner
* Clean guest bedrooms and bathrooms in line with the SOP
* Arrange details of the room in line with the SOP
* Clean public areas in line with the SOP
* Follow health and safety procedures
* Adhere to timings for each task
* Cooperate and communicate with colleagues
* Demonstrate warmth, care and interest in guests and their stay
	+ Take responsibility for your working area
	+ To ensure you always uphold the reputation of the hotel
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| Skills/Qualities  | * Good communication skills
* Good team player
* Attention to detail
* Positive and courteous demeanour
* Ability to follow instructions and work to a 4 star plus standard
* Application and commitment to company objectives
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| Training  | Complete all compulsory training and development provided including:* Flow Training
* On the job training
* Additional training plan
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| Compliance  | Comply with company policies, including health and safety policies |
| Hospitality Mantra  | It’s not what you say or do, it’s how you make someone feel  |
| 4-Star plus Excellence Mantra | Attention to every little detail is the route to excellence  |