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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’ |
| 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 |
| 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 |
| 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 |
| Training | Complete all compulsory training and development provided including:   * Flow Training * On the job training * Additional training plan |
| 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 |