

**Job Description:** Housekeeper

**PRINCIPAL PURPOSE**

* To provide an efficient, reliable service and high standards in housekeeping.
* To ensure that all areas and public facilities are cleaned and maintained to the highest standards, to make our properties the best possible place to visit and stay.
* To maintain strong customer relationships at all times.
* To promote and protect the standing and integrity of the company through excellent customer service.

**RELATIONSHIPS**

Directly responsible to:

Departments managed:

**LIMITS OF AUTHORITY**

Personnel

No authority given.

Financial

No authority given.

**DETAILED RESPSIBILITIES**

* To ensure a high standard of cleaning and cleanliness for all guest accommodation, including public/shared areas.
* To clean bedrooms, bathrooms, kitchens, dining, and public areas. To include, but not limited to, stripping and making beds, refreshing towels and toiletries, vacuuming, polishing, sweeping, mopping, general cleaning of kitchens and bathrooms, wiping down surfaces, ledges, sills, doors and skirting, emptying bins and cleaning of internal windows.
* To undertake deep cleans as and when required.
* To ensure ongoing cleaning of all public guest areas, such as toilet cleaning, emptying waste bins and as appropriate vacuuming, mopping, sweeping, dusting and polishing etc. when required.
* To ensure room and chalet changeover/turnaround is complete, conducted to the highest standard and is ready to welcome guests within the turnaround timings.
* To undertake cleaning duties efficiently.
* To report losses/breakages, wear and tear and repairs required immediately to your line manager.
* To deliver excellent customer care (internal and external) to foster a friendly and inviting atmosphere for guests, visitors and staff.
* To carry and communicate via company radio as instructed.
* To work in harmony with other departments.

General

* To undertake any other duties which may reasonably be required of you.

Legislative and Compliance

* To ensure you comply with all statutory and legal obligations including Health and Safety at Work.
* To ensure all company internal processes and administration are adhered to in a timely manner.
* To be vigilant on all safety matters and immediately notify your line manager or a director of any potential non-compliance of regulations or any hazardous situation which may occur anywhere on company premises.
* To report any incidents, accidents and near misses in accordance with company policy.
* To ensure own safety and the safety of all others who may be affected by the Company’s business.
* To comply with all the company’s policies and procedures to protect the health, safety and welfare of self and others.

**ACCEPTANCE**

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| **COMPANY**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signed on behalf of Loch Insh\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date | **EMPLOYEE**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date |