Job Profile: Cleaner

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| **Job purpose** | **Key facts** |
| To clean all areas of the pub thoroughly, with the aim of enhancing the customer experience by ensuing excellent standards of pub cleanliness. | **Department:** Front of House**Reports to:** General Manager**Location:** Pub specific with requirements to support in other premises as and when required.**Responsible for:** Ensuring the pub is clean and welcoming to all guests |

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| **What the job is all about** | **Measures of success** |
| **Daily*** Ensure the bar is clean, wiped and polished
* Vacuum all carpets and upholstery and remove any chewing gum
* Dust and polish all chairs, table legs and drinking shelves
* Polish all brass, including bar rail, kick plates and push plates
* Dust picture frames and clean picture glass
* Clean all internal glass including carvery top and all gaming machines, including front panels, sides and top
* Sweep and wash/mop any floor tiles, marble
* Dust all other fixtures and fittings, including skirting, radiators, pipes, fire extinguishers and any other surfaces within reach
* Clean toilets, replacing toilet roll & refilling soap

**Weekly*** Wash down and wipe all skirting boards
* Dust all lamp shades and bulbs
* Wipe and polish all high-level shelves, bric-a-brac and books
* Wipe window ledges and blinds

**Quarterly*** Take down and wash all lamp shades
* Take down and wash all brick-a-brac
* Complete other pub specific cleaning tasks as instructed by the Manager
* Maintain personal knowledge by completing in-house training and workbooks
* Always adhere to all company policies and procedures
* Carry out instructions given by the management team and office
 | * Customer and manager feedback
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| **I will be successful if I …** | **I won’t be successful if I …** |
| * Can work independently
* Have a keen eye for detail and take pride in what I do
* Use my initiative
* Reliable and trustworthy
 | * Am unable to work to deadlines
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| **Skills relevant to the job** |
| * Previous janitorial/cleaning experience
* Existing knowledge or willingness to learn the rules around COSHH
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