Job Profile: Cleaner

|  |  |
| --- | --- |
| **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 |

|  |  |
| --- | --- |
| **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 |

|  |  |
| --- | --- |
| **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 |

|  |
| --- |
| **Skills relevant to the job** |
| * Previous janitorial/cleaning experience * Existing knowledge or willingness to learn the rules around COSHH |