# logo

# JOB DESCRIPTION

**Title:** ROOM ATTENDANT

**Responsible to:** DUTY HOUSEKEEPER OR DUTY MANAGER

**Hours:** As per contract

## Duties: -

* Early morning cleaning of public areas: -
* Cleaning of guest toilets, replenishing toilet rolls and tissues.
* Cleaning of Spa changing rooms and public areas of the Spa.
* Collect list of duties from Housekeeper. Ensure you have correct cleaning products for jobs, clean bedrooms and bathrooms as per training, performing extra tasks as requested by Housekeeper (i.e. cleaning skirting boards, wax polishing, cleaning silver, etc). Taking clean and dirty linen from linen cupboard from the linen cupboard.
* Periodical duties; spring cleaning rooms as room vacated, cleaning offices, cleaning staff house rooms, working in laundry area, cleaning function rooms and performing Linen Porters duties if required.
* When cleaning the Room Attendant is only required to clean what they can reach, not climbing on furniture or using ladders.
* Reporting maintenance problems, faulty electrical equipment, potential hazardous situations.
* Lost property; responsible for any lost property, keep it safe, label it with date, room number, item and handing in to housekeeping on day found.
* Handling situations with guests, reporting any complaints and dealing with the situation politely and efficiently.
* Undertaking any reasonable task as requested by Housekeepers or Head of Department.
* Role includes afternoon laundry work and evening turn-down as required.