**P & P Consultancy (UK) Limited**

**JOB DESCRIPTION**

**ROOM ATTENDANT**

**POSITION:** Room Attendant

**DEPARTMENT**: Housekeeping

**REPORTS TO**: Head Housekeeper/Deputy Housekeeper

**General Scope & Purpose**

To maximize customer satisfaction by providing neat and clean rooms in accordance with the standards of P & P Consultancy (UK) Limited, and to provide efficient, prompt, courteous, trouble free and proactive services to guests. All work will be in line with departmental guidelines and P &P Consultancy (UK) Limited services concepts.

**Key Responsibilities**

1. Clean guest bedrooms and bathrooms, including re-making beds to prescribed P & P brand standards of cleanliness and efficiency of the hotel
2. Collects daily worksheet each morning with applicable keys, and returns it by the end of the shift
3. Clean all the public areas of the hotel to a high standard
4. Keep bedroom door open while working in the guest room, and locks door properly when leaving the room
5. Maximizes job efficiency and neat, orderly appearances by maintaining supply cart and vacuum cleaner.
6. Stocks supply of cart correctly in the morning and afternoon, with all necessary lines, guests supplies and cleaning equipment
7. Deep clean bedrooms as instructed by the Head Housekeeper
8. To assist with in-house laundry when required
9. Report any defects/maintenance issues to the head housekeeper or floor supervisor.
10. Log lost property and hand to the Head Housekeeper or floor supervisor.
11. Be prepared to undertake training as directed by the Head Housekeeper.
12. Assist in other departments on occasions when necessary
13. Take reasonable care for the health and safety of yourself and other people who may be affected by what you do or do not do at work.
14. Co-operate with the management instructions to enable it the company to comply with any prohibitions and requirements imposed on it by the relevant health and safety legislation.
15. Refrain from interfering with or misusing anything provided by the Company in the interests of health, safety and welfare.
16. Use all equipment in accordance with your training and instructions and report to your Manager any defects in plant, equipment or premises that could present a risk to health and safety.
17. Carry out any reasonable task that may be required by Management.
18. Removes soiled bed and bath linens, and replaces with clean linens
19. Removes accumulated rubbish from rooms
20. Cleans bathroom area
21. Dusts all surfaces
22. Replenishes room amenities
23. Vacuum the room
24. Reports unusual circumstances to Head Housekeeper or floor supervisor.
25. Reports maintenance requests and replacement orders
26. Leaves all guests belongings in stay over rooms unless they have been discarded in the rubbish
27. Assists guests and other departments by removing food trays and trolleys from bedrooms
28. Reports to the Head Housekeeper or floor supervisor if a guest room has the “do not disturb” sign on the door
29. Reports to the Head Housekeeper or floor supervisor if duvet covers, bedspreads or bed skirts need changing
30. Completes full cleaning of any rooms as requested by Head Housekeeper or floor supervisor.
31. Attends to guest needs and requests courteously and efficiently

**SAFETY, SECURITY AND HEALTH**

1. Ensures safety, maximum security and confidentiality to guests and hotel at all times
2. Keeps master keys secure – remember to sign in/out HK keys and do not lend your key to anyone (including staff), returns it at the end of each shift
3. Prohibits individuals access to guest bedrooms
4. Reports any suspicious individuals seen in the building
5. Turns in articles left in rooms to Housekeeping for proper “lost and found” handling
6. Reports all potential and real hazards immediately
7. Reports any defective equipment immediately
8. Is fully aware of all departmental fire, emergency and bomb procedures
9. Knows how to protect self against chemicals, and is aware of harmful chemicals used in department
10. Works in a safe manner in regards to lifting, and utilities equipment, chemicals and protective devises as instructed
11. Looks for possible and probable hazards and conditions and brings them to the attention of the Head Housekeeper
12. Keeps self to the highest standards of personal hygiene, uniform, appearance, body language and conduct

**MISCELLANEOUS**

1. Adheres to all Company policies and procedures
2. High standards of attendance and punctuality
3. Wears appropriate uniform correctly, and makes sure it is in good condition
4. Uses practical shoes approved by Head Housekeeper
5. Co- operates with other departments
6. Attends meetings/training as required by Head Housekeeper
7. Work as a team player
8. Accepts flexible work schedule when necessary and requested by Head Housekeeper
9. Maintains own working areas, materials and company property clean, tidy and in good shape; reports defective materials and equipments to Head Housekeeper or floor supervisor.
10. Continuously seeks to improve ways of working
11. Brings ideas relating to the job to the Floor Supervisor’s or Head Housekeeper’s attention
12. Knows where to refer guest, and find information regarding facilities, opening hours and location of restaurants, bar, parking and location of public and in-house telephones
13. Work according to P & P productivity.

The job description cannot be exhaustive due to the peculiar requirements of the hotel industry. Therefore, the job holder may be required from time to carry out tasks requested by management.

I sign in agreement with this job description

Name: ---------------------------------------------

Signed: --------------------------------------------

Date: --------------------------------------------

Location: ---------------------------------------------