

**JOB DESCRIPTION**

**Role Title: Room Attendant**

**Responsible for: None**

**Reporting to:** **Housekeeping Manager / Housekeeping Assistant Manager**

**Purpose of the role:**

* Your role is to deliver an outstanding guest experience to enjoy a great range of spotless guest bedroom facilities
* To create a wow factor of cleanliness to ensure that customer’s expectations are exceeded
* You take pride in your work and we’ll love having you as part of the team.
* You achieve this by working with the Housekeeping Team and those around you in the delivery of great standards and a professional service.
* You relish the responsibility and truly own your performance, getting a real buzz from our success and customer satisfaction.

**Responsible for:**

**Presentation and standards**

* The bedroom living areas must always be maintained to the highest possible standards adhering to agreed brand guidelines.
* Operational standards to be the best they can possibly be regarding service, hygiene and health & safety.
* Eye for detail is your middle name

**A Great Customer Experience**

* For those wanting a peaceful leisure break, business stay or attending a family event. You cater for all and ensure that our standards are memorable as we build our reputation as ‘the place to be’.

**Product knowledge**

* The Village is famous for its presentation and we know how much our guests value our standards.
* Understand and deliver your routine and periodic cleaning in accordance with Company procedures and productivity requirements.

**Communications**

* With your team on a daily basis and those working around you so that everyone knows what our offering is.
* Show others a customer focused ‘no problem’ mentality, plus a bit more……..

**Housekeeping Performance –**

* Youensure that you maximise every opportunity to support all members of the team to consistently achieve and maintain standards and up sell the hotel facilities and sales initiatives where possible.

**Accountable for:**

**Results**

* Achieve the best possible guest satisfaction /mystery guest scores in line with departmental targets.

**Quality**

* Of product and presentation within bedrooms & corridors.
* Attention to detail.

**Great Service**

* Always looking to improve.
* Dealing with complaints/problems politely and positively, making every effort to resolve them.

**Leadership**

* Providevision, motivate and evaluate individuals with the team teams.
* Role model our standards relentlessly. Your enthusiasm is infectious and catching!

**Statutory compliance**

* Including all Housekeeping related Health & Safety obligations and Operating requirements.

This list is not exhaustive and the company reserves the right to make reasonable changes to your role from time to time.

The company is committed to being an equal opportunities employer and to maintaining a working environment free from discrimination, victimisation, harassment and bullying, by signing this document you are agreeing to uphold the equality opportunities and dignity at work policy as outlined in our employee handbook.

**Employee declaration**

I confirm I have read and understood the content of the job description.

Signed by employee: ………………………………………………..

**Room Attendant**

Date ………………………………………………..