**THE JOB AND WHAT'S INVOLVED**

* Cloakroom attendants look after coats, bags and other items for customers
* Their job is to keep personal belongings safe and return them to the owners when they leave.
* Typical things they may safeguard include coats, hats, bags, briefcases, laptop computers and potentially highly valuable items.

**A cloakroom attendant's main duties are to:**

* Attach tickets or identification discs to items.
* Issue customers with a matching ticket or disc.
* Safely store items on hangers or racks, on shelves or in lockers. They must do this in a set order, so items do not get mixed up.
* Return items to customers on receipt of the matching ticket or disc.
* Remain on duty, safeguarding items until customers return.

**other duties**

* Welcoming customers to the venue.
* Providing customers with information.
* All cloakroom attendants have a responsibility to follow company and security policies.
* Cloakroom attendants often work shifts and during evenings and weekends
* The work can be physically demanding if there are heavy cases to lift.
* There may be times when work can be very busy and when it can be quiet.
* Cloakroom attendants are expected to look tidy.

**personal qualities NEEDED**

* Good customer service skills, honesty and reliability.
* Previous experience of working with the public, particularly in a customer service role.
* Have a polite and helpful manner.
* Be honest and trustworthy.
* Have a smart personal appearance.
* Be well organised.
* Be reliable and responsible.
* Use initiative for recognising when additional tasks need to be done.
* Can work well alone and in a team.
* Can deal with busy times calmly and professionally.

**YOUR LONG TERM PROSPECTS**

Cloakroom attendants working for 67 Pall Mall may be able to progress to receptionist position. Promotional prospects may be better for people with qualifications in customer service or hospitality.