



Position Title:	Room Attendant
Department:	Housekeeping
Reports To:	Executive Housekeeping Manager/Assistant Housekeeping Manager/Housekeeping Supervisor
Job Family:	Individual Contributor

Purpose
Show your passion and flair for delivering exemplary customer service by embracing our brand behaviours and service philosophies, striving to ensure each customer experience is memorable. Continually strive to ensure the cleaning and servicing of guest rooms are according to hotel standards under the supervision of the Executive Housekeeper/Housekeeping Manager and Supervisor Housekeeping.

Key Relationships	
Internal	Senior Housekeeping team, Front Office, Maintenance
External	Customers, potential customers, visitors, vendors, and contractors
Direct Report	Nil

Duties and Responsibilities
<ul style="list-style-type: none"> • Maintain immaculate presentation and grooming, wearing designated uniform and name badge at all times. • Actioning of guest requests promptly and efficiently. • Release rooms to front office as and when required. • Read notice board and daily briefing sheet and action items as directed. • Clean bathtubs, showers, toilets, sinks, walls, mirrors, tiles, floor surfaces. • Strip and make beds and change bed linens. • Dust all furniture, pictures, drawers, mini bar, window ledges and shelves thoroughly. • Vacuum the entire room and empty the rubbish bin. • Replenish amenities, linens, and supplies in guest rooms. • Ensure all electronic devices and lights are functioning properly. • Report any guest complaints immediately to your supervisor or manager. • Maintain housekeeping trolley and equipment. • Vacuuming of common areas (corridors). • Maintain storeroom and chemical room and ensure these are kept neat and tidy. • Clean and maintain the established quota of guest rooms, working systematically to keep the workplace and equipment neat. • Ensure the security and care of guest belongings and hotel property. Report any suspicious happenings to your supervisor or manager immediately. • Perform any other reasonable task or instruction as directed by management or a representative of management. • Maintain clear and concise communications with all departments and management regarding any special guest requirements or requests. • Assist other departments on busy days and complete any other duties as request by the department Supervisor or Manager to meet business demands • Attend and actively participates in training programs as required. • Put into practice in the business all The Hotel Britomart training that has been completed.



- Have a complete understanding of hotel facilities and services with the ability to respond to guest enquiries.
- Maintain a tidy, clean, and orderly appearance in all areas.
- Have a full understanding of emergency procedures.
- Understand The Hotel Britomart Work Health and Safety policies and procedures and abide by them at all times.
- Ensure all Work Health and Safety procedures are adhered to within the Department.
- Report hazards, near misses and accidents at the workplace immediately.
- Ensure security procedures for stores, cash, premises, team members, equipment and chemicals are implemented and maintained in accordance with The Hotel Britomart policies and procedures.
- Ensure guest security and privacy is maintained at all times.

Physical Requirements

- Frequent use of both hands for continuous grasping and use of fine motor skills
- Frequent movement due to other manual tasks (i.e., squatting / kneeling / reaching / pushing. Etc)
- Constant standing & walking on various finished surfaces, including ascending and descending staircases.
- Frequent lifting and moving of objects up to 20 kgs. A visual risk assessment should be completed prior to single person lifting.
- Moving or lifting objects over 20 kgs or objects of an awkward nature must be a two person lift or aided by an appropriate manual handling lifting / moving device.

Education

- No formal education required.
- Hospitality education/certificate preferred but not required

Experience

- Prior housekeeping or cleaning experience preferred.
- Must have an excellent eye for detail.
- Must possess basic English communication skills.
- Must display excellent customer service at all times

Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____