



Job Description

Job title: Room Attendant
Division: Rooms
Department: Housekeeping
Reports to: Executive Housekeeper, Housekeeping Supervisor

1 Major Responsibilities

- To consistently achieve the required standards of cleanliness, product presentation and customer care in all guest rooms and public areas in order to create a warm, friendly and comfortable environment for our guests
 - To provide a discreet one-stop service combining servicing of guest rooms with checking and replenishing of mini bar and guest amenities
 - To ensure that the appropriate level of security for all guest belongings is achieved, aiding in creating a feeling of comfort and confidence for guests
-

2 Tools/Equipment Used

- Vacuum cleaners, Trolleys, Cleaning chemicals ladders
-

3 Daily Duties

- Ensures the uniform provided is kept clean, presentable and in good condition, ensuring that personal appearance and hygiene standards are an example for the team and demonstrate a professional image for our guests
 - To signs on-duty, collecting work allocations and signing for any keys or bleeps that may be required prior to commencing the shift
 - To ensure that all guest rooms are cleaned, stocked and maintained to the standard required
 - To perform the checking and replenishing of minibars
 - To provide guests with requested services at all times
 - To report any malfunctioning equipment and maintenance problems by recording all faults in work orders and passing them on to the Floor Supervisor
 - To ensure that all lost property is handed into the Housekeeping Office
 - To ensure that all linen cupboards and service areas are stocked and maintained as required
 - To ensure all minibar and guest amenities are secured at the end of the shift
-

4 Periodic Duties

- To ensure all minibar and guest amenities items are within their expiry dates
 - To perform spring cleaning
 - To changes light bulbs when necessary
 - To perform "Jobs of the Week" as per periodic cleaning schedule
-

5 Occasional Duties

- To carry out any other reasonable requests as directed by your manager



HEALTH & SAFETY

1. To be aware of, and comply with, safe working practises as laid down under the Health and Safety at Work Act 1974 and Company H & S Manual, as applicable to your place of work. This will include your awareness of any specific hazards at your work place
2. To be aware of, and comply with Food Acts.
3. To wear any appropriate protective clothing provided by or recommended by the Hotel.
4. To report any defects in the building, plant or equipment according to the Hotel procedures.
5. To ensure any accidents to colleagues, guests or visitors are reported in accordance with Hotel procedures.
6. To attend 6 monthly statutory fire training and to be fully conversant with and abide by all rules concerning, fire, health & safety.
7. To attend any training deemed appropriate by your Head of Department.

This job description is intended to illustrate the main duties and areas of responsibility of the job of Room Attendant. It is not intended to be exhaustive and you are advised that the duties and responsibilities may change from time to time.

I have read and understand this job description for St.James's Hotel & Club.