

## YOUR ROLE - HOUSE KEEPER

### Primary Role:

*To maintain a clean, sanitary, comfortable and tidy environment for guests*

### Main Job Tasks and Responsibilities:

- vacuum clean carpets, rugs and draperies
- shampoo carpets, rugs and upholstery
- sweep, scrub, mop and polish floors
- dust and polish furniture and fittings
- clean metal fixtures and fittings
- empty and clean trash containers
- dispose of rubbish
- clean wash basins, mirrors, tubs and showers
- wipe down glass surfaces
- clean internal windows as necessary
- Sort and put away clean laundry
- maintain all cleaning equipment and materials in a safe and sanitary working condition
- monitor and report necessary domestic repairs and replacements
- Clean customer toilets and ensure there is enough hand towels, soap and toilet paper for the day.

### Hotel Rooms Housekeeper:

- In addition to general housekeeping tasks the housekeeper duties will include:
- clean corridors, lobbies, stairways, elevators and lounges as well as guest rooms
- organise work schedule from the room status list, arrivals and departures
- distribute linen, towels and room supplies by hand
- restock room supplies such as tea & coffee, drinking glasses, soaps, shampoos etc
- replace dirty linens with clean items
- make up beds and change linens as required
- tidy up rooms as required
- inspect mattresses regularly
- store all dirty laundry in line with company policy
- check all appliances in rooms are in working order
- realign furniture and amenities according to prescribed layout
- respond to guest queries and requests
- respond to calls for housekeeping problems such as spills, broken glasses
- organise and restock at the end of the shift
- ensure confidentiality and security of guest rooms
- follow all company safety and security procedures
- report any maintenance issues or safety hazards
- observe and report damage of hotel property

### Knowledge and Experience Required:

- knowledge of cleaning and sanitation products, techniques and methods
- knowledge of cleaning sensitive materials
- working knowledge of operating cleaning equipment
- physical stamina and mobility including ability to reach, kneel and bend
- ability to lift, push and pull required load (usually about 30lbs)

### Interpersonal:

- Have excellent communication skills, customer skills
- Have the ability to manage your time

### Personal:

- Be committed to team, establishment and excellence
- Have a positive attitude in all aspects of your work
- Have the ability to work competently under pressure
- Be reliable and flexible to change