

Job Description

Job Title	Room Attendant
Reports to	Cleaning Supervisor
Hours per week	37.5 to 40
Shift	Days

About Casna

Founded in 1989, Casna is a specialist provider of quality cleaning services to the premium hospitality industry. The company is a nationally recognised family-owned organisation which now operates throughout London and the Home Counties. Over the last two decades Casna's solid organic growth has been achieved through client recommendation and excellence of reputation.

Job Purpose

To be responsible for the daily cleaning, maintenance and guest supplies in all rooms assigned ensuring the hotel's established standards of cleanliness

Job Responsibilities

- To ensure the uniform provided is kept in good condition
- To ensure your standard of personal appearance and hygiene is an excellent example to other members of your teams
- To be responsible for collecting work sheet and master key at the start of duty. To report any loss of key immediately
- To ensure that all vacant and clean rooms are checked before commencing the cleaning of any other rooms
- To clean and make up all rooms to the standard required by performing the following activities:-
 - To remove all rubbish in waste bins and ashtrays
 - To strip and make up beds, extra beds and cots with fresh linen
 - To dust each piece of furniture inside and outside, including lampshades in all rooms
 - To vacuum carpets and clean any hard floors
 - To clean by washing and drying all areas of the bathroom
 - To replace used towelling
 - To replace all guest supplies and printed matter, soaps etc. - where necessary
 - Update status of rooms cleaned on assignment sheet
- To report any malfunctioning equipment
- To immediately report and hand into the Housekeeping Office any property or guest keys found in rooms
- To keep the door closed while in the guest room and on leaving irrespective of length of absence from the room
- To carry out any other cleaning duties as specified by your Supervisor
- To report to the Supervisor, rooms which do not require service or which have DND signs on door in his/her assigned area
- To report to the Supervisor any protectors, bedspreads, valances etc. that need changing
- To complete spring cleaning of rooms as allocated by the Supervisor
- To communicate hotel services to guests when requested by them
- To report to your Supervisor anything or anyone suspicious

- To have proper regard for both guests and hotel property. Gifts from guests must be accompanied by a signed authorisation from the guest and pass out form before it can be removed from the hotel.
- To report to the Supervisor anything, which may be a Health and Safety hazard
- To accurately complete the control lists at times as advised by your Supervisor
- To report any missing items from rooms e.g.: bathrobes, soap dishes etc.
- To carry out any other duties outside the normal daily/weekly routine but within the scope of the position
- To undertake and assist in the training of new starters, when required
- To attend training sessions as necessary
- To attend scheduled meetings and briefings
- To ensure personal compliance with all Health and Safety, Fire and Hygiene rules and regulations and to ensure that those employees for whom the Post Holder is responsible are fully aware of their responsibilities in this respect and that they comply with the same

Knowledge, Skills and Experience Required

- Previous room attendant experience desirable
- Previous Hotel Services experience desirable
- Passion about hygiene and exceptional customer care skills
- A 'Can do' attitude and working under minimal supervision
- High standards and be quality driven
- Ability to work in a standing position for long periods of time
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision
- Ability to satisfactorily communicate in English (speak, read, write) with guests, co-workers and management to their understanding
- Ability to exert physical effort consistent with cleaning an industry standard number of rooms per shift
- Ability to grasp, bend, and stoop; push or pull heavy loads
- Awareness of impact on the environment of the job's activities - essential

General

- To always act and conduct yourself in a highly professional manner that reflects that of the company
- Proven leadership skills
- Ability to work under pressure while maintaining pride and attention to detail in your work
- The finest personal presentation and distinctive, professional and warm personality
- Confidence and professionalism in dealing with high profile clients
- Knowledge of proper chemical handling
- Punctuality, reliability and attendance is a must
- Maintain honesty and integrity at all times

Summary

This job description is not limited to the above and may be amended or extended without notice to maintain the company's due diligence. This Job Description will be used as a basis for individual performance review between the post holder and the manager.



Signatures

1. Employee

I _____ (*name in capitals*) having read this job description confirm that it will form part of my contract of employment. I further confirm acceptance and responsibility for all matters identified in the job description.

Signed: _____ Dated: _____

2. Supervisor/Area Manager

Signed: _____ Print Name: _____

Dated: _____