

JOB DESCRIPTION:**HOTEL STAFF****Accountability:**

To: Housekeeper, Restaurant Supervisor, Manager

The Main Purpose of the job

To assist the housekeeper by ensuring all guests enjoy a high standard of service in a friendly, well kept and organised hotel.

Key Responsibilities:

- To ensure the highest standards of cleanliness and hygiene throughout the hotel, and complying with all company Health and Safety policies.
- To provide exceptional customer service throughout the season

Your duties include:

- Working in the hotel and restaurant in accordance with the staff rota
- Daily cleaning of rooms and public areas involving the making of beds, polishing of furniture, dusting, sweeping and mopping of floors and the cleaning of bathrooms and toilets.
- Laying and clearing of tables, with service of breakfast and evening meal where required
- Helping in the laundry on a rotational basis
- Assisting guests with their requirements, queries and difficulties.
- Attending a weekly staff meeting.
- Duties outside your job description as deemed appropriate by your Manager.

Please note that this job description is purely intended to give you an idea of what your work involves and is not intended as a precise breakdown of your duties. As part of your role you will be expected to cover in other departments as and when necessary.