# HERON & BREARLEY

**HOUSEKEEPER ROLE PROFILE**

**JOB FAMILY: HR CODE:**

**MISSION & PURPOSE**

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| **STRUCTURE** | **LINE MANAGEMENT RESPONSIBILITIES** |
| This role is located at the George Hotel and forms part of the Hotel Team reporting to the  General Manager. | N/A |

The role of professional Housekeeper is required to attend to our facilities with integrity, professionalism and attention to detail. Our goal is to create a clean, welcoming and orderly environment for our guests that will enhance their experience and the hotel’s reputation.

**KEY RESPONSIBILITIES & DELIVERABLES**

* **Key Responsibilities**
  + Respond to guest queries and requests
  + Sweep, scrub, mop and polish floors
  + Vacuum clean carpets, rugs and draperies
  + Shampoo carpets, rugs and upholstery when required
  + Dust and polish furniture and fittings
  + Clean metal fixtures and fittings
  + Empty and clean rubbish containers
  + Dispose of rubbish in a sanitary manner
  + Clean wash basins, toilets, baths and showers
  + Clean glass & mirrored surfaces
  + Make up beds and change linens as and when required
  + Tidy and leave completed rooms to the required brand standards
  + Wash windows as scheduled
  + Sort, wash, load and unload laundry
  + Iron and press clothing and linen
  + Sort, fold and put away clean laundry
  + Operate mechanized cleaning equipment
  + Maintain all cleaning equipment and materials in a safe and sanitary working condition
  + Monitor and report necessary domestic repairs and replacements
  + Clean corridors, reception areas, stairways, lifts and lounges as well as guest rooms
  + Organize work schedule from the room status list, arrivals and departures
  + Distribute linen, towels and room supplies
  + Restock room sundry supplies
  + Replace towels with clean ones as and when required
  + Inspect and turn mattresses regularly
  + Monitor and deal with guest laundry bags
  + Check all appliances in rooms are in working order
  + Realign furniture and amenities according to prescribed layout
* Deliver any requested housekeeping items to guest rooms
* Remove room service items
* Organize and restock room sundry items supplies
* Ensure confidentiality and security of guest rooms
* Follow all company health & safety and security procedures
* Report any maintenance issues or safety hazards
* Observe and report damage of hotel property
* Ensure all guest areas e.g. bar area, restaurant and toilet areas are clean and tidy and ready for service

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| **SKILLS & BEHAVIOURS** |
| * Ability to work with little supervision and maintain a high level of performance * Customer-oriented and friendly communication style * Superb attention to detail * Prioritisation and time management skills * Ability to work quickly without compromising quality * Highest standards of reliability, honesty & integrity |
| **EXPERIENCE, EDUCATION, TYPICALLY** |
| * Ideally demonstrable previous experience as a Housekeeper * Excellent understanding of the English language, written and spoken * Good knowledge of cleaning and sanitation products, techniques and methods * Good knowledge of cleaning sensitive materials * Working knowledge of operating cleaning equipment * Physical stamina and mobility including ability to reach, kneel and bend |

The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All employees are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Heron & Brearley Group and to add value.