

POSITION DESCRIPTION

POSITION TITLE:	DATE:
Housekeeping Associate	27 th February 2023
REPORTS TO:	APPROVED BY:
Hospitality & Events Manager Centre for Training and Innovation	Chief Operating Officer
JOB OVERVIEW	
<p>The Housekeeping Associate will be responsible for ensuring the cleanliness and upkeep of The Retreat Hotel, all guest bedrooms, common spaces, office spaces, service areas, and public areas. He or she will report to the Hospitality and Events Manager and will be instrumental in ensuring a clean and welcoming environment at all times for all guests and staff on the property.</p>	
KEY DUTIES AND RESPONSIBILITIES	
<p><u>Key Duties and Responsibilities</u></p> <ul style="list-style-type: none"> • To deep clean and service guest bedrooms, service areas and public areas to the required standard at all times • Replace and restock all items provided for guest use within each room and bathroom. • Strip and make bed to the required standard at all times • Bathroom services: empty and wash bins, clean tubs, shower curtains, basins and toilet bowls • Wash floor and all glass surfaces to the highest quality standard • Sweep and mop bedrooms and bathrooms floors to remove all debris • Remove spider webs found in rooms and other areas • Dust and polish all hard surfaces using appropriate cleaning chemicals • Ensure service area is clean and well stocked at all times • Report promptly any room defects, scuffs and fabric damage including equipment and light bulbs to department manager, and ensure it is correctly logged. Documents and coordinates requests for maintenance and repair work with the Maintenance Department • Works closely with the Front Desk in keeping room status reports up to date through notification of all check-outs, late check-outs, early check-ins, new reservations, room moves, special requests, stay overs and room availability • Be aware of and comply with statutory requirements regarding the work-place health and safety, hygiene, fire prevention, chemicals and other substances that may be hazardous to your health • Sort all linens, wash and treat stains with specified agents and according to training 	

- Sort and fold or hang clean dried items; Iron clean dried items as required
- Maintain inventory of all cleaning supplies and communicate needs to hotel manager
- Maintain all laundry equipment and inform maintenance manager as to any maintenance needs
- Keep laundry area clean at all times
- Perform additional laundry services when necessary
- Be aware of and comply with statutory requirements regarding the work-place health and safety, hygiene, fire prevention, chemicals and other substances that may be hazardous to your health
- To follow lost and found procedures
- Carry out any other reasonable duty to assist in the smooth running of the hotel
- Offer professional service to guests of the hotel that is in keeping with five-star standard
- Attends departmental and staff meetings and trainings as required
- Complete time sheets or reports as assigned
- Any other duties assigned by immediate supervisor.

KNOWLEDGE & REQUIRED SKILLS

Job Related Competencies and Skills

- Maintains a professional appearance with a positive attitude and is adaptable and flexible
- Is honest, patient, helpful and is interested in the welfare of the guests and staff
- Has great attention for detail and works well under pressure in a fast-paced environment
- Follows staff conduct policies and time management guidelines
- Able to multi-task for the benefit of quality services.
- Self-aware, self-managed and self-motivated; able to work efficiently and independently with minimal supervision.
- Able to maintain confidentiality
- Professional in conduct, deportment and dress
- Displays polished interpersonal, written and oral communication skills
- Committed to professional development
- Fully knowledgeable about the organization, committed to the vision and able to represent the organization effectively
- Police Character Reference

Required License and Certificates

- Bahama Host Certificate
- Police Character Reference

Physical Requirements: Significant standing, walking, moving, driving, carrying, bending, kneeling, crawling, reaching, handling, pushing, and pulling. Ability to lift minimum range of 30-50 lbs.

Acknowledged and agreed by:

Date: