

JOB DESCRIPTION

Position:	Accommodation Assistant
Responsible to:	Housekeeping Manager
Responsible for:	The provision of the highest quality and efficient housekeeping services in any given area.
Objective:	

To ensure the cleanliness of all domestic rooms and areas, as allocated by the Housekeeping Supervisor or Housekeeping Manager.

Some weekend work will be required.

General Duties:

1. **Display high standards of customer care** at all times providing a helpful and friendly service.
2. **To work with the cleaning team to ensure the College is clean at all times.** This will involve:
 - cleaning by hand using approved cleaning substances
 - using machinery e.g. for cleaning & polishing
 - emptying bins for deposit in a recognised area for external collection
 - collecting plates/glasses from non catering/venue areas
 - cleaning internal glass on doors & windows
 - polishing (using approved products) and dusting of designated areas (which may include sanitary areas and associated facilities), using where appropriate, the necessary powered equipment.

Designated areas may include stairways, skirtings, ledges, sills, notice boards, internal glass, curtains, blinds, doors, desks, tables, chairs, lamps, telephones, cabinets and bookcases.
3. **Specially prepare conference delegate rooms.**
 - Deep cleaning of rooms prior to start of conference use
 - Bed making
 - Some minor movement of furniture may be necessary
4. **To observe College health & safety procedures.**
 - You have a responsibility to work safely at all times and to report any potential hazards, faults or problems to a Housekeeping Supervisor or the Housekeeping Manager.
5. **Report failures in services** and assist in remedying and preventing such occurrences.
6. **Maintain the integrity of buildings** by ensuring access points are free and fire doors are closed.
7. **Take appropriate action in the event of an emergency** and provide the necessary liaison with the Lodge and/or Emergency Services.
8. To attend work looking clean, smart and wearing the uniform and any protective clothing provided.
9. To attend and complete compulsory training as required.