

Room Attendant at Bridge Talent Management

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Company: JobWebKenya

Location: Kenya

Category: personal-care-and-service

Job Description

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Job Purpose/Mission

To work on a rotation basis in various Housekeeping sections providing courteous and efficient service and maintaining set brand and cleanliness standards to maximize guest satisfaction

Duties & Responsibilities

Report to the Housekeeper's office for briefing and to collect section list and go through with the floor supervisor, and any requests for the day.

To clean service and check all rooms, and bathrooms in occupied and departure rooms in accordance with the hotel's standards and procedures as laid down in the S.O.P manual.

To check the rooms after they have been cleaned and any discrepancies found recorded.

Check departures for lost property. If any is found, record and hand over to the office coordinator

Ensure a high level of cleanliness is maintained on all bedspreads and carpets. Change and report where necessary.

To report to maintenance daily any faults or deficiencies in rooms or corridors of whatever

nature e.g. dripping taps, damaged equipment, noisy air conditioning or leaks, ensuring the work is carried out.

Ensure the service room and trolleys are cleaned and restocked with service amenities always.

To liaise with Supervisors / Executive housekeepers throughout the day to ensure that reception is kept fully aware of all rooms ready and status.

Ensure floor walk is carried out daily at the end of the shift ensuring corridors are clean and clear of all obstructions and service rooms and linen room is locked.

On completion of rooms and corridors, report to the immediate supervisor to go through relevant documentation in the Housekeeping office as per the S.O.P.

Ensure the security of keys always.

Report any extraordinary behavior of guests or staff to Duty Manager, Executive Housekeeper or Assistant Housekeeper.

To assist the Executive and Assistant Housekeeper with any additional duties which will affect the smooth running of the department?

To be fully conversant with all procedures in relation to fire, health and safety at work.

Attend all running sessions as required.

Appearance- Hotel uniforms are clean and pressed.

Black shoes, hair should be clean and tidy

Requirements

Minimum education certificate in housekeeping

At least 1 year's experience in rooms and public areas

Good knowledge of the housekeeping operations

Have excellent English communication skills both in written and spoken

Strong interpersonal, communication

Able to self-supervise

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