

Housekeeping Attendant

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Company: Accor

Location: Ras Al-Khaimah

Category: healthcare-practitioners-and-technical

Company Description

Sofitel Al Hamra Beach Resort

Job Description

In charge of tidying and cleaning bedrooms, bathrooms and common areas every day, in line with applicable hotel standards and procedures and the rules of safety and hygiene.

To keep all equipment clean, tidy and well maintained as per the Housekeeping Operations Manual, including proper and secure storage.

Maintains a thorough knowledge of the hotel, public areas, rest rooms and surrounds layout.

To have a complete understanding of the different cleaning products and their use.

To report any damaged or missing items in rooms to the Housekeeping Supervisor for action and follow up.

To keep all keys signed out in a secure manner and return them at the end of the shift to the Housekeeping Office.

To hand over to the Supervisor /Asst. Manager Housekeeping all Lost and Found Items with full and detailed information.

To attend to guests requests courteously and promptly in the course of duty.

To ensure that all guests enjoy their stay being offered the finest personal service.

To escort the guests rather than pointing out directions.

To respect the privacy of the guests (for example, by respecting the 'Do not disturb' sign) and the confidentiality of information.

Takes guests' behavior patterns into consideration and inform Supervisor/Asst Manager Housekeeping.

To report any guest comment or complaint.

Ensures that guest documentation in the rooms is complete and up-to-date.

To attend a daily line up briefing with the Housekeeping team.

Sorts and counts dirty linen items before sending to laundry

Sorts waste.

Handles hotel equipment, complimentary welcome gifts and room linen with due care.

Is responsible for cleaning and restocking the trolley every day.

Keeps the trolley and store room impeccably tidy.

Ensures that the corridors are kept clean and free of obstacles

Applies the hotel's security regulations

Contributes the hotel's commitments to the 'Environment Charter' (saving energy, recycling, sorting waste etc).

To be entirely flexible and adapt to rotate within the different sub sections of the Housekeeping Department.

To carry out any other reasonable duties as assigned by the Housekeeping Supervisor

and the Assistant Housekeeping Manager.

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