

## **JOB DESCRIPTION**

**POSITION:** Housekeeper  
**DEPARTMENT:** Accommodation  
**REPORTING TO:** Housekeeping Supervisor

**SUPERVISORY  
RESPONSIBILITY FOR:** None

### **OVERALL OBJECTIVE:**

To ensure all accommodation and public areas are presented to guests to a high standard of cleanliness and presentation, ensuring that health and safety policies are adhered to.

### **DUTIES:**

- Establish and maintain high standards of cleanliness for the hotel bedrooms, public areas and linen stores as directed by the Front of House Manager.
- Ensure that all guests' enquiries and requests are dealt with promptly and efficiently.
- Encourage guests to complete guest questionnaires and use feedback to change and improve the standard of service provided to guests.
- Order housekeeping and guests' supplies as and when required.
- Report all maintenance problems regarding defective equipment and damage to any accommodation areas to the Front of House Manager. This includes taking any defective equipment out of service to prevent further damage or risk to guests and staff.
- Ensure housekeeping emails are checked on a regular basis throughout the day and that enquiries are dealt with promptly and efficiently.
- Ensure the Company's health and safety policy is adhered to. This is with particular reference to COSHH, RIDDOR and accident reporting.
- Carry out any reasonable request made by the Management and Directors of the Golf Club.
- Comply with environmentally friendly policies and procedures including reduce, reuse and recycle working practices.