

## Job title – Room Attendant

<b>Brand</b>	Holiday Inn	<b>Salary Range</b>	NMW
<b>Contract</b>	Part Time, Permanent	<b>Work location</b>	Holiday Inn Ellesmere Port
<b>Supports</b>	Head Housekeeper	<b>Reports to</b>	Head Housekeeper

### What you'll be doing!

As a room attendant you play a vital role in ensuring our guests are wowed by the cleanliness of their bedroom.

You will be required to clean bedrooms to the highest standard in line with Company Brand Standards. You will ensure that all bedrooms are well presented with fantastic levels of cleanliness and exceed guest expectations.

### Who You'll Be working for!

Founded in 1995 Centre Island is a people focused company who value their employees as their greatest asset. Our Ellesmere Port Holiday Inn stands proudly on the banks of the Shropshire Union canal located on our very own island surrounded by lock gates, bridges and canals. Our hotel is only eight miles from Chester's historic city centre. Easy motorway access puts Liverpool and Manchester less than 30 minutes' drive away.

Our hotel has 83 rooms providing a simple yet modern service. That's where you come in! At the Holiday Inn we look for people who are welcoming, optimistic, and fun and smart; people who can focus on providing a proactive and personal service that brings smiles to our guest's faces.

### Our Values

At Centre Island you'll be joining a growing family of 10 hotels with over 800 employees. At Centre Island whether you're working at our branded IHG hotels or our independent boutique we deliver the brand with Centre Island Values. All our employees are engaged, enthusiastic who have Centre Island personality.

We believe our values are an integral part of our business and our teams strive to always:

- Act with **INTEGRITY** and **CARE**
- **ENGAGED** with customers and colleagues alike
- Have **PASSION** and take **OWNERSHIP** in everything they do
- Strive to be **CREATIVE** to continuously improve

### What we offer you! - Benefits

- 28 Days Holiday pro rated increasing to 33 days after your 5<sup>th</sup> year of Service
- Worldwide benefits programme for reduced price rooms & food and Beverage in IHG hotels
- In house rewards and recognition program
- Long Service Awards...
- Uniform provided
- Career progression opportunities

## Job Profile

### Main Duties and Responsibilities:

1. Cleaning a guest bedroom
2. Cleaning bathrooms
3. Hoovering rooms & corridors
4. Dusting and polishing
5. Using chemicals
6. Reporting maintenance issues
7. Reporting Fire, Life or safety issues
8. Stocking of Maid trolley
9. Customer Service
10. 10.Checking linen

### Person Specification

		Requirement
<b>Knowledge</b>	Essential ???	> Understanding of Health and Safety > Understanding of hygiene requirements
	Desirable	> Knowledge of chemicals
<b>Skills</b>	Essential ???	> Attention to detail > Teamwork > Communication – understanding of English language > Time Management
	Desirable	> Hotel experience >
<b>Experience</b>	Essential ???	> Cleaning experience
	Desirable	> Experience in a similar role

<b>Behaviours &amp; Competencies</b> <b>Taylor to ABCD Level</b>	<p>Results for Success</p> <ul style="list-style-type: none"> <li>- Proactively demonstrates hospitality in all customer interactions</li> <li>- Takes responsibility for delivering personal goals and the team/department/hotel targets</li> </ul> <p>Exceptional People</p> <ul style="list-style-type: none"> <li>- Operates with integrity</li> <li>- Treats people with dignity, respect and fairness</li> </ul> <p>Initiating Action</p> <ul style="list-style-type: none"> <li>- Presents a positive disposition and maintains behaviour when under stress</li> <li>- Shows commitment to change and supports change initiatives</li> </ul> <p>Leadership</p> <ul style="list-style-type: none"> <li>- Demonstrates commitment to the organisation and its vision, mission, and purpose</li> <li>- Actively listens</li> </ul>	
<b>Additional requirements</b>	Essential [?]	-
	Desirable	

<b>Shift Pattern</b>	20 – 25 Hours	5 Days over 7 Includes Weekends
	Hours of Work	4 1/2 - 5 Hour Shifts between 9am – 3pm Monday to Saturday. Sunday between the hours of 10am – 4pm. All shifts are job and finish so finish times can alter slightly day to day.