

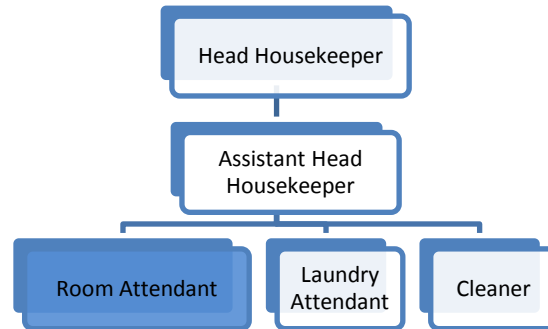


## Job Description & Person Specification

### Job Details

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Room Attendant



### Role Purpose Statement:

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To ensure all allocated bedrooms are clean and maintained to the standard set and that all maintenance issues are reported promptly.

### Main Accountabilities:

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#### *Department Budget*

- To minimise wastage by using equipment provided as instructed

#### *Service Delivery/Operations*

- To follow and implement the Sops set to achieve a consistent and productive service
- To deal with any member's request promptly and professional
- To report all room defects promptly

#### *Resource Planning/People Management*

- To communicate and work towards achieving the business objectives set by management
- To attend quality training courses in a systematic and professional way.

#### *Service Quality*

- To ensure the overall presentation and attention to detail is maintained at a five standard star level at all times
- To recognise repeat and VIP member's needs and make sure they are met upon arrival.

#### *Health and Safety/Compliance*

- To comply to the club's fire, health and safety policies and attend all relevant training in safety matters

- To be responsible for members, colleagues and personal safety at all times reporting any hazards immediately

**Key Data:**

Nil

**Person Specification**

<b>Qualifications &amp; Training</b> (Measured through XXX)	
<b>Essential</b>	<b>Desirable</b>
Health and safety procedures	On job training in a similar style environment
<b>Knowledge</b> (Measured through XXX)	
<b>Essential</b>	<b>Desirable</b>
Basic customer service COSHH	Work experience in a similar style establishment
<b>Skills and Abilities</b> (Measured through XXX)	
<b>Essential</b>	<b>Desirable</b>
The ability to learn new skills To use own initiative Work within a team Good communication skills and level of English Organised	
<b>Personal Qualities</b> (Measured through XXX)	
<b>Essential</b>	<b>Desirable</b>
Basic English speaking and writing Team player Flexible	
<b>Values</b>	<b>Core Behaviours</b>
Heritage Excellence Accountability Respect Trust	Focused Passionate Team Player Integrity Responsible

**Name**.....

**Signature** .....

Date .....