

## Housekeeper/Room attendant

To apply please email [ghennessy@sacoapartments.com](mailto:ghennessy@sacoapartments.com)

### JOB PURPOSE:

The main purpose of the role is to ensure the smooth running of the housekeeping operations at the SACO apartments in Derby. The key responsibility will be the day to day running of the housekeeping function to ensure the apartments are properly maintained to the highest standards and an outstanding level of customer service is delivered to all SACO guests.

Working alongside one other housekeeper, operations supervisor and reporting to the Apartment Manager.

### Key responsibilities

#### Cleaning Apartments:

- Changing towels, bed linen, vacuuming, buffing, mopping,
- General cleaning of all rooms in the apartments to include but not limited to, Living area, Bedrooms, Bathrooms & Kitchen
- Replenishing items such as shower gel, shampoo, soap, toilet rolls and welcome pack items.
- Checking apartments to ensure everything is working to include but not limited to; remote controls, batteries, light bulbs
- Setting clocks on Microwaves & Alarm Clocks and other appliances
- To do a full inventory of apartments and check and replace small items report any larger items to the Apartment Manager.

#### Other:

- Emptying bins as required
- Litter picking as and when required on Saco owned land this could involve working outside.
- Cleaning internal Windows
- Carpet cleaning when required
- Other work may include deep cleaning of certain areas, which would include but not limited to, deep clean of apartment areas, cleaning carpets, sofas and other upholstery.
- Management of Linen.
- Reporting maintenance issues.
- Some admin duties which include: Deploying keys, guest contact, meeting contractors and similar additional tasks.

#### Cleaning of communal areas and office

- Cleaning of communal areas including corridors, stairs, lobby and storerooms. This will include wiping down paint work, mopping and vacuuming.

#### Self-Development:

- To be able to work as part of a team and help out other team members when necessary
- Provide Buddy systems to support new team members
- Proactively prepare for meetings/ reviews if and when necessary
- Occasional travel to head office or other locations for training / development

### Skills

- Communication
- Attention for detail
- Planning & organising
- Problem Solving
- Customer Focus (ext./internal)
- Full understanding of COSHH

**Experience**

Previous experience as a Housekeeper/Room attendant cleaning serviced apartments or hotels.

**Location, etc.**

Based in Derby City Centre

5/7 days to include weekends, bank holidays. A high degree of flexibility is required.

20hrs/week