

## **CCT – Housekeeping – Room Attendant**

**Reports to: Head of Housekeeping**  
**Work Base: The Hayes/ High Leigh**

### **JOB PURPOSE:**

As part of the housekeeping team, you will play an essential role in ensuring our accommodation and site looks presentable, so our guests feel a genuine welcome and an optimistic attitude from all our team members.

You will support the team to create great memories for all our guests. The servant-hearted culture you set in the team will make each of our guests feel special and you will have the ability to encourage the team to do the same.

We are part of a long line of history makers, pioneering Christian conferencing since 1910. We continue their spirit of purpose, encouragement, and positivity, driving us forward to be our best in our time now.

As the room attendant, you will assist the entire housekeeping department, taking responsibility to ensure the very highest level of service are consistently delivered. You will have responsibility for presenting the rooms and site to a great standard which will contribute to our guests having a great experience at the conference centre.

### **KEY RESPONSIBILITIES:**

1. Clean guest rooms to a high standard. Specific duties include, however are not limited to, making beds, dusting, vacuuming, cleaning the bathroom, changing towels, removing all garbage, and deep cleaning.
2. Perform cleaning around the conference centre.
3. Working part of a team that contributes to a great guest experience.
4. Build and maintain effective working relationships whilst promoting the company culture and values.
5. Keep public areas clean and tidy.
6. Report any necessary repairs or replacements to the head of housekeeping.
7. Check stock levels and replenish when appropriate.
8. Work with the laundry person regarding linen control

### **PERSON SPECIFICATION**

#### **Qualifications, education and training:**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• No qualifications and training necessary</li> </ul>	

## Experience and knowledge:

Essential	Desirable
<ul style="list-style-type: none"> <li>No previous experience necessary</li> </ul>	<ul style="list-style-type: none"> <li>Ideally, previous experience of working in hospitality.</li> </ul>

## Skills, personal attributes and behaviours:

- Confident, self-motivated and able to work on own initiative.
- Good communication and interpersonal skills
- Organised with good planning, prioritising and time management skills. Ability to accurately prioritise work to minimise disruption to the centre.
- Demonstrates a positive customer focused approach to guests' needs and resolves problems quickly.
- Proactive in identifying and resolving problems with the ability to determine when to escalate problems to the Maintenance Manager and when to take ownership and resolve them personally.
- A good team player

## Other:

- Understanding and supportive of the aims and goals of the trust
- Able and willing to work flexible work patterns, including weekends and evenings.
- Flexible and willing to undertake extra duties as and when required.

<b>Employee signature:</b>	<b>Line Manager signature (or SLT member):</b>
<b>Employee name:</b>	<b>Employer name:</b>
<b>Date of signing:</b>	<b>Date of signing:</b>