

Housekeeper - Job Description

Vision/Mission

Serve our guests through a warm welcome and high quality hospitality;

- A warm welcome to all, and generous hospitality that will cater for each guest's individual needs – and*
- A credible Christian witness in which all we do...*

whilst maximising the hire of A+ Hospitality (A+H) at Windmill Farm so as many people as possible stay in this Christian environment where God's love is evident and to benefit A+, where young people are introduced to God's love, with the surplus from A+H.

Follow instructions from the Housekeeping Manager including A+H job lists and cleaning instructions;

- Clean Bedrooms: Fill cart with supplies and take to assigned area. Enter guest rooms following procedures for gaining access and ensuring vacancy before entering (if guests). Replace guest amenities and supplies in rooms. Replace dirty linens and terry with clean items. Make beds and fold terry.
- Clean Bathrooms: Remove rubbish, dirty linen, and room service items. Check that all appliances are present in the room and in working order. Dust, polish, and remove marks from walls and furnishings. Vacuum carpets and perform floor care duties (e.g. in guest rooms and hallways).
- Clean Communal areas including Dining Room and toilets as per cleaning instructions.
- Clean Meeting Rooms as per cleaning instructions.
- Re-set rooms
- Re-set fireplaces
- Clean entrances
- Sweep outdoor areas
- Any other tasks as required

Follow all company and safety and security policies and procedures; report any maintenance problems, safety hazards, accidents, or injuries; complete safety training and certifications; properly store flammable materials. Ensure uniform and personal appearance is clean and professional; maintain confidentiality of proprietary information.

Welcome and acknowledge all guests according to A+H standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language—support team to reach common goals. Ensure adherence to quality expectations and standards in all areas. Always be presentable (dress code). Perform other reasonable job duties as requested by line managers.

This job description is not exhaustive and may be changed by a manager periodically.

Signed:.....

PRINT NAME:.....Dated: