



Job Description

Job Title:	Chambermaid
Accountable To:	Housekeeping Manager
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focussed on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

Ensure that our 5* boutique bedroom suites are consistently cleaned and presented to the highest standards. You must work proactively to utilise available resources, ensuring we provide excellent guest satisfaction and exceed productivity and cleanliness standards throughout the accommodation. Display initiative to seek out and complete deep cleaning tasks during quieter periods, on an ad-hoc basis.



Principal Accountabilities

1. Ensure all areas at Moddershall Oaks are presented to the same 5-star standard, with the primary focus being the accommodation but also including other areas of the business when required.
2. Dusting, hoovering, mopping of floors (with correct mop and bucket) and surfaces, paying attention to skirting boards, radiators, windowsills, plants and other fixtures and fittings.
3. Complete an initial check of all rooms, checking for damage and minibar usage and taking the minibar sheet to reception as soon as completed.
4. Clean accommodation bathrooms including toilet, toilet brush and holder, sink and mirror. Replenish hand and bath towels, bath mats, toilet rolls, hand soap, moisturiser and sanitary bags.
5. Clean accommodation baths and showers including removing any hair and checking toiletries are full.
6. Empty bedroom and bathroom bins and clean them if necessary.
7. Strip and make up clean beds, ensuring pillows, gowns and runners are presented correctly.
8. Check and clean other soft furnishings, lifting and plumping cushions, ensuring the lounge spaces are neat and tidy.
9. Check windowsills for dead insects in the bedrooms and throughout the accommodation corridor. Be vigilant and check windowsills as moving through all areas of the business.
10. Clean and tidy patios including emptying ashtrays and sweeping up of leaves and other debris.
11. Be vigilant of all glass and mirrors, checking for and cleaning any dirty marks and handprints.
12. Complete daily and deep cleaning checklists, signing off each task as it is completed.
13. Restocking of all chemicals, cloths, tea and coffee caddy supplies, mini bar supplies and toilet rolls from the main storeroom ahead of the next shift to ensure staff on duty the following day has everything they need.
14. Ensure all equipment is well looked after, cleaned and returned to correct place after use.
15. Note any possible health and safety or maintenance issues and ensure they are immediately reported to a manager so that standards are maintained.



16. Assist in keeping operating costs to a minimum by efficient and responsible use of resources such as electricity (remembering to turn off lights and plug sockets), water, linen, cleaning materials, and other equipment.
17. Respond to any guest queries in a polite, helpful and responsive manner.
18. Support the wider housekeeping team when required.

General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name:

Signed:

Date:



Person Specification

Job Title: Chambermaid		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Health and safety awareness	Desirable	Application
COSHH qualification	Desirable	Application
Proven Experience		
Experience of housekeeping or domestic work	Essential	Application
Experience of providing a high standard of service to customers	Essential	Application/interview
Experience of working as a positive team member, ideally in housekeeping or domestic work	Essential	Application/interview
Knowledge, Skills and Abilities		
Outstanding attention to detail	Essential	Interview
Knowledge of health and safety requirements	Desirable	Interview
Able to work as a motivated team member	Essential	Interview
Time management, able to achieve deadlines	Essential	Interview
Good verbal communication skills	Essential	Interview
Able to work on own initiative	Essential	Interview
Displays a caring and welcoming approach to guests	Essential	Interview
Willing to go the extra mile to make Moddershall Oaks a special place to be for guests	Essential	Interview



Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Able to work late evenings, weekends and bank holidays	Essential	Interview
Able to organise own transport to and from work	Essential	Interview