



## Job Description

<b>Job Title:</b>	Night Deep Cleaner
<b>Accountable To:</b>	Housekeeping Manager
<b>Location:</b>	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

You must ensure that all public areas of the property are presented to the highest standards of appearance and cleanliness. You must work proactively to utilise down-time access and available resources, ensuring we provide excellent guest satisfaction and exceed productivity and cleanliness standards throughout the whole business, inside and outside when necessary.



## **Principal Accountabilities**

1. Ensuring all areas at Moddershall Oaks are presented to the same 5-star standard, in particular the spa, vitality pool, deli area, therapy floor and reception area.
2. Thorough cleaning of the Therapy department including emptying bins, hoovering, mopping, steam cleaning the floor, cleaning skirting boards, windowsills, blinds, air conditioning units, toilet and sinks, as well as general dusting throughout.
3. Steaming the floor around the outdoor vitality pool, cleaning under sun loungers, jet washing all grids, checking the pool and floor filters, jet washing the sauna, cleaning all glass surfaces including in the sauna, and polishing all chrome.
4. Steaming the deli and reception floor.
5. Cleaning changing room toilets, including wiping the sanitary bins, sinks and mirrors, as well as checking lockers for belongings and emptying bins.
6. Jet washing or steaming the shower cubicles, de-scaling shower screens and shower heads, polishing all chrome.
7. Jet washing or steaming Mud rasul chamber, steam room and experience shower, polishing chrome and glass.
8. Steaming the hot marble loungers and reflexology foot baths.
9. Thoroughly hoovering and steaming all floors across the indoor spa and changing rooms.
10. Cleaning the scum line of the pools, using the net to remove hair and debris from the pools, polishing all chrome handles and removing any rust.
11. Removing grids from the edge of the hydrotherapy pool and jet wash.
12. Clearing all drains from hair, including the ones in all changing rooms, and showers.
13. Cleaning spin dryer, water fountain and any silver edges ensuring they are rust free.
14. Locking up the business ensuring it is alarmed.
15. Completing daily and deep cleaning checklists, signing off each task as it is completed.
16. Ensuring all equipment is well looked after, cleaned and returned to the correct place after use.
17. Noting any possible health and safety or maintenance issues and ensuring they are immediately reported to a manager so that standards are maintained.



18. Assisting in keeping operating costs to a minimum through efficient and responsible use of resources such as electricity (remembering to turn off lights and plug sockets), water, linen, cleaning materials, and other equipment.
19. Responding to any guest queries in a polite, helpful and responsive manner.

### **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

<b>Job Title: Night Deep Cleaner</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<b>Qualifications</b>		
Health and safety awareness	Desirable	Application
COSHH qualification	Desirable	Application
First aid certificate	Desirable	Application
<b>Proven Experience</b>		
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
<b>Knowledge, Skills and Abilities</b>		
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
<b>Other Attributes</b>		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Able to work weekends and bank holidays.	Essential	Interview
Able to organise own transport to and from work.	Essential	Interview