

Job Title:	Housekeeping Room Attendant
Reporting to:	Housekeeping Manager and Executive Housekeeper
Department:	Housekeeping
Location:	Beachfront Hotel Hokitika 111 Revell Street Hokitika 7810
Position Summary:	<p>This position exists to assist the Housekeeping Manager and Executive Housekeeper through efficient cleaning, servicing, and preparation of guest rooms and public areas and other functions delegated by the Housekeeping Manager, Executive Housekeeper, or General Manager</p> <p>To be part of a successful housekeeping team by active interaction with the Front Office, Reservations, F&B, and Kitchen departments.</p>

Role and Responsibilities
<p>To service allocated guestrooms in accordance with current Hotel standards and procedures. This includes but is not limited to:</p> <ul style="list-style-type: none"> • vacuuming floor surfaces including under beds, desks, etc. • dusting and cleaning all hard furniture pictures and mirrors. • making up beds and arranging soft furnishings including beds, seating, and drapes. • cleaning outside areas including balconies with direct access from the room. • cleaning all bathroom fixtures and fittings. • replenishing consumable items including laundry bags, advertising material, compendium materials, and bathroom items including toiletries. • noting and advising items for maintenance • reporting and handing in all guest items left in rooms to your superior for collection. <p>To service public areas in accordance with current Hotel standards and procedures. This includes but is not limited to:</p> <ul style="list-style-type: none"> • vacuuming floor surfaces. • dusting and cleaning all hard furniture pictures and mirrors. • cleaning outside areas including balconies with direct access from the room. • cleaning all public bathroom fixtures and fittings. • replenishing consumable items including advertising material, compendium materials, bathroom items including toiletries. • noting and advising items for maintenance. <p>To maintain the health, safety, and security of guests, staff, and facilities of the Hotel in accordance with the Hotel's policy and procedures, and to immediately advise of any health, safety, or security concerns.</p>

To proactively provide additional appropriate guest services through courteous interaction with guests. This includes but is not limited to:

- responding to guest complaints immediately and with a view to guest satisfaction.
- advising guests of facilities and services available in and around the Hotel

To attend and have appropriate input to meetings of interest to the Housekeeping Department.

To identify and/or undertake any training that may be required by the Hotel to maintain or improve the effectiveness or efficiency of the position, to meet regulatory requirements, enhance the Hotel's overall operation, or improve the individuals' personal skills, abilities, and attributes

To carry out other reasonable duties as requested from time to time by the Housekeeping Manager, Executive Housekeeper, or General Manager.