

JOB DESCRIPTION

JOB TITLE : **PUBLIC AREAS ATTENDANT**
DIVISION : **ROOMS**
DEPARTMENT : **HOUSEKEEPING**
REPORTS TO : **PUBLIC AREAS SUPERVISOR**

GENERAL MISSION

To maintain the upkeep and cleanliness of F&B outlets, Functions, offices, and public areas ensuring maximum guest satisfaction and adhering to the standard required by our hotel.
To work on a rotation basis within Housekeeping. To shampoo and upkeep carpets upholstery and hard flooring in accordance to hotel standards.

RESPONSIBILITIES AND MEANS

To report for duty punctually in full regulation uniform.
To provide a courteous and professional service at all times.
To maintain good working relationships with your own colleagues, and all other department.
To ensure proper assignments of work to Housekeeping Employees.

ADMINISTRATIVE RESPONSIBILITIES

To report on repair and maintenance to supervisor.
To report items found in public areas to Housekeeping Lost/Found directly.

TECHNICAL RESPONSIBILITIES

To follow up duties from the previous shift.
To handle equipment with care and cleaning supplies.
To respond to paging and follow up where cleaning is needed.
To sweep, mop and polish floor.
To vacuum carpet, spot shampoo to remove stains.
To clean furniture, fixture, glass and mirror.
To ensure cleaning equipment are in order and stored appropriately.
To have a complete understanding of the Hotel's employee handbook and adhere to the regulations contained within.
To maintain a high standard of personal appearance and hygiene at all times.
To have a complete understanding of and adhere to the Hotel's policy relating to Fire & emergency, Hygiene, health and safety.

COMMERCIAL RESPONSIBILITIES

N/A

HUMAN RESOURCE PRSPONSIBILITIES

Have a good relationship with all colleagues.
Be understanding, supportive, encouraging and helpful to all.

REALTIONS

Reports directly to the Executive Housekeeper.

REPLACEMENT AND TEMPORARY MISSION

To be ready and responsible when assigned, to perform any other duties as required from time to time by the management of the hotel.