

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

HOUSEKEEPER

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Role Title – How I will be known Housekeeper

Key Relationships – Who I will engage with

- I will directly report to the Housekeeping Manager.
- I will be responsible for delivering Housekeeping, Linen and Laundry Services.
- I will work with the Maintenance Team to ensure all rooms are maintained to a high standard.
- I will work cohesively with the Rooms team

Purpose– What I will achieve

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling enriched and engaged with our family, our community and hungry to participate in our ethos.

Outcomes – What success will look like for my role

1. The Housekeeping Team exceeds performance targets.
2. The Rooms Division Team exceeds performance targets.
3. Our guest experience is consistently exceeding their expectations.
4. The financial targets for the Hotel and the Division are achieved.
5. The Fife Arms achieves national and international recognition.

Key Tasks - How I will achieve the outcomes

General

I will take responsibility for the day to day housekeeping of the rooms and all public and back of house areas:-

- Ensuring they are clean, sanitary, comfortable and tidy and maintained to the Hotel's highest standards, exceeding guest expectations,
- Ensuring they are provided with all products/equipment /linens/furniture/furnishings as required in Standard Operating Procedures,
- Liaising with Maintenance Team to ensure all equipment, furnishings and fabric are well maintained,
- Support Laundry Services in the quick turnaround of linens, towels etc,
- Complying with Housekeeping policies and practices
- Complying with Hotel Health, Safety and Security Policies.

Pre-Opening

- Participate in all induction and training programmes.
- Support development and implementation of Housekeeping readiness plan for opening on time.

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Open for Business

- Deliver and maintain the highest standards of housekeeping and cleanliness throughout the hotel.
- Support effective and efficient running of laundry.
- Ensure the effective application of Hotel Health, Safety and Security Policy.

SUMMARY OF SKILLS AND ATTRIBUTES - A TO Z - WHAT WE LOOK FOR IN YOU

General - Every Team Member

Communication Skills
Contributing to the Community
Coping Under Pressure
Enthusiastic
Interpersonal Skills
Natural flare for hospitality
Organisation Skills
Ownership and proactivity for learning and development
Personable
Positive Mental Attitude
Problem Solving
Team Player
Willingness to learn

Specific - To the Role

Eye for detail
Exacting Standards
Knowledge of housekeeping, including ironing, sewing etc
Manual Handling
Practical