

## **Job Title: Housekeeper**

### **Housekeeper Job Description**

Cleaning and servicing of hotel bedrooms, en-suite bathrooms and common areas to a high standard of cleanliness to required standards and to exceed customer expectations.

### **Housekeeper Job Duties**

Making beds and changing linens

Cleaning and sanitising toilets, showers/bathtubs, countertops, and basins

Keeping bathrooms stocked with clean linens, toiletries, and other supplies

Cleaning and sanitising furniture and fixtures

Cleaning interior windows

Cleaning mirrors and other glass surfaces

Vacuuming and cleaning carpets and other flooring

Sweeping/vacuuming, polishing, and mopping hard floors

Using any cleaning equipment such as vacuums, mops, and other cleaning tools

Emptying rubbish bins and disposing of waste

Monitoring cleaning supplies and ordering more as required

Reporting any necessary repairs or replacements

Reporting left items of clothing or equipment in a timely manner

### **Housekeeper Skills and Qualifications**

Knowledge of and experience in cleaning and sanitising rooms to high levels of cleanliness in order to meet and exceed customer expectations; willingness to learn and adapt to new cleaning methods and how to use various pieces of equipment; ability to adapt to changes in schedule to accommodate customer needs; excellent customer service skills; reliability; organisational skills; integrity and honesty; ability to work to a strict schedule.