

Job Description

Job Title: Housekeeper
Reporting to: Head Housekeeper

Job Purpose

The Housekeepers play a vital role in creating a welcoming and comfortable environment for all guests. Working collaboratively as a team, they ensure the highest standards of cleanliness and presentation across the Centre's public areas and en-suite bedrooms. This is a key position that helps maintain the exceptional quality and experience for the visitors at the Centre.

Responsibilities and Duties

- Cleaning bedrooms in line with current procedures
- Assisting customers with layout of building and helping to direct them where necessary
- Reporting any maintenance issues to the Head Housekeeper
- Cleaning public and en-suite bathrooms in line with current procedures
- Cleaning social areas and self-catered kitchenettes to high standards
- Arranging centre resources in line with customer expectations and requirements
- Assisting the Head Housekeeper to carry out deep cleaning schedules in line with procedures

PERSON SPECIFICATION	
ESSENTIAL	
Experience and Knowledge	Have great customer service standards
	Can work well as part of a team and use their initiative when lone working
Skills and Abilities	Physically capable to undertake cleaning duties of bunk bed accommodation – ability to lift at least a 20kg load
Personal qualities	Reliable, hardworking and enthusiastic
	Possess an excellent attention to detail
	Flexible and adaptable to the needs of the business
	Share in the values and beliefs of Mount Cook Adventure Centre