

## 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	
<b>Experience and Knowledge</b>	Have great customer service standards Can work well as part of a team and use their initiative when lone working
<b>Skills and Abilities</b>	Physically capable to undertake cleaning duties of bunk bed accommodation – ability to lift at least a 20kg load
<b>Personal qualities</b>	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