



As part of our recruitment plans we are now looking to recruit housekeeping room attendants on a full time or part time basis, working to the needs of the business. This a great opportunity to join a developing department as we embark shortly on a renovation of all our accommodation areas.

The position involves weekends and also due to the nature of the business you will be required to work during peak seasonal holidays.

This a fantastic opportunity for a talented individual to join our hotel in assisting us to achieve our service and guest satisfaction goals. You will be part of a challenging department in achieving high standard of customer care, creating the ultimate customer experience within our busy and vibrant hotel.

The housekeeping room attendant will be responsible for:

- Maintaining excellent standards of cleanliness and service at all times
- Greeting guests when met in the course of the role
- Servicing guest bedrooms to our excellent high and 4 star standards
- Constant communication with the Housekeeping Supervisors
- Reporting any maintenance work to be carried out in bedroom
- Appropriately dealing with guest property if left behind in guest rooms
- Comply with all Health and Safety requirements of the role
- Working with cleaning chemicals in line with COSHH guidelines

The ideal candidate:

- A keen eye for detail
- The ability to work, understand and adhere to high standards
- The ability to work alone and as part of a team
- Good communication skills and a high level of spoken English
- Exceptional organisational skills
- Physical fitness
- Posses a 'Yes I Can' and team ethic
- Background and experience within a hotel housekeeping department

Are we right for you?

We expect a lot but we'll give a lot to get the right people. There are four main things we look for:

- We want people with bags of character. We don't want you to hide your personality when you're at work – we want you to feel comfortable, to be who you are, personality embraces your working effort.
- We want people people. You've got to like being around others, smiling and chatting because you like people, not because someone told you to smile and chat.
- We need extra milers. So if you think the job description is all you have to do, then we're not for you. We need the extra mile determination.
- You have to put your heart into it. When you tell a guest you're happy to help, you have to mean it.

Various hours available – full time, part time and casual hours. Salary to be discussed based upon previous experience at interview.

Development and career opportunities will be available to the right individuals following probationary period reviews.

***Please apply by emailing our General Manager Ricky on:
ricky.horan@falmouthhotel.co.uk***