

Job Description

Job Title: Accommodation Assistant

Responsible To: Accommodation Manager

Main Purpose of Job:

To ensure that guests in the assigned section of rooms receive friendly and efficient service. To maintain the cleanliness of guest rooms, public areas, and bathrooms to the highest standards in line with hotel procedures. Communicate with guests in English, using their name, and uphold company grooming standards. Demonstrate trustworthiness and pride in the job.

Main Duties:

- Maintain cleanliness standards set by the hotel and Leading Hotels of the World.
- Responsible for the daily cleaning of allocated bedrooms, public areas, and bathrooms.
- Handle and use cleaning equipment and chemicals in line with health and safety guidelines.
- Communicate hotel services to guests upon request, ensuring clear and informative responses.
- Ensure a high standard of personal hygiene and grooming as per the hotel's standards.
- Follow hotel rules and procedures consistently.
- Ensure equipment and materials are used safely and not left in a hazardous state.
- Properly log and turn in any lost and found property.
- Address guest complaints and questions appropriately, escalating issues when necessary.
- Uphold Leading Hotel standards at all times.
- Attend any meetings and training sessions as required by management.
- Communicate in English while on duty, using the guest's name whenever possible.
- Maintain a friendly and welcoming demeanor, smiling and acknowledging guests during interactions.
- Wear full uniform, including a name badge, when on duty and adhere to grooming standards.
- Follow hotel policies and procedures regarding access to rooms and security.
- Comply with health and safety regulations at all times.
- Report any accidents and follow hotel procedures.
- Adhere to mobile phone and jewelry policies while on duty.
- Perform turndown and laundry duties as required.

THE KILLARNEY PARK

Other Duties:

- Participate in fire and accident drills, ensuring readiness for emergencies.
- Clean the smoking area, canteen, and staff changing rooms as needed.
- Stock and tidy accommodation stores to ensure supplies are readily available.
- Clean and vacuum service stairs and lifts as part of routine maintenance.
- Perform any other reasonable duties as directed by management.
- Attend departmental meetings and training sessions, including but not limited to fire safety, health and safety, customer care, and manual handling.
- Be familiar with and adhere to the Safety Statement for The Killarney Park Hotel.

Key Attributes:

- **Trustworthiness & Integrity:** Maintain confidentiality and follow company policies.
- **Communication Skills:** Effectively communicate with guests, team members, and management.
- **Teamwork & Professionalism:** Work collaboratively with colleagues while maintaining a professional attitude.
- **Attention to Detail:** Ensure the highest standards of cleanliness and guest satisfaction.
- **Flexibility:** Adapt to changing tasks and priorities as required.

The role of Accommodation Assistant plays an important part in delivering excellent service and ensuring the hotel operates efficiently, providing a clean and welcoming environment for our guests. The position requires a dedicated and detail-oriented individual who takes pride in maintaining the highest standards of hospitality.