

Job Description: Turndown Assistant

Position: Turndown Assistant

Department: Housekeeping

Reports to: Housekeeping Supervisor/Executive Housekeeper

Overview:

The Turndown Assistant is responsible for preparing guest rooms for the evening, ensuring that rooms are clean, welcoming, and comfortable for guests as part of the nightly turndown service. This role requires attention to detail, excellent customer service skills, and the ability to work efficiently in a team. The Turndown Assistant will contribute to creating a memorable experience for our guests by maintaining the high standards of cleanliness and presentation that The Killarney Park Hotel is known for.

Key Responsibilities:

- **Evening Room Setup:**
 - Provide turndown service for guest rooms in accordance with hotel standards.
 - Ensure that all linens are neat and tidy, pillows are fluffed, and amenities are replenished as necessary.
 - Lightly tidy up guest rooms, making sure everything is in place and that the room is ready for a comfortable night's rest.
 - Close curtains, dim the lights, and adjust room settings for a relaxed atmosphere, ensuring a welcoming environment.
 - Turn down the beds and refresh towels and linen as required.
- **Guest Amenities:**
 - Replenish guestroom amenities, such as towels, toiletries, and bottled water.
 - Leave a note or other personal touch as part of the turndown service, ensuring guests feel cared for and welcomed.
- **Guest Interaction:**
 - Respond to any special guest requests for turndown service or additional items as needed.
 - Ensure that guest preferences, such as room temperature or bed configuration, are noted and respected.
 - Maintain professionalism and a positive attitude when interacting with guests, ensuring they are satisfied with the service provided.

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- **Housekeeping Support:**
 - Assist the Housekeeping team in daily cleaning and room preparation during regular shifts when not performing turndown duties.
 - Maintain high standards of cleanliness and hygiene in guest rooms, hallways, and public areas.
 - Ensure that any maintenance issues identified during turndown service are reported to the appropriate team members.
- **Laundry and Linen Management:**
 - Assist with the collection and delivery of clean linens, towels, and other supplies to guest rooms.
 - Ensure that linens and towels are folded and stored properly for easy access.
- **Inventory Control:**
 - Assist in maintaining stock levels for cleaning supplies, toiletries, and other turndown-related items.
 - Ensure all items are appropriately stored and kept in good condition.
- **Health and Safety Compliance:**
 - Adhere to health, safety, and hygiene standards in all areas of housekeeping, ensuring that proper procedures are followed at all times.
 - Be aware of potential hazards, including cleaning chemicals, and take appropriate precautions to protect yourself and others.

Working Hours:

This position is typically part-time and may include evenings, weekends, and public holidays, depending on the hotel's requirements.

About The Killarney Park Hotel:

The Killarney Park Hotel is a luxurious, award-winning hotel offering world-class hospitality to guests. As part of our team, you will contribute to delivering an exceptional guest experience by ensuring that their rooms are beautifully presented and comfortable for their stay. You will be part of a close-knit team dedicated to maintaining the highest standards of service.