



Title:	Room Attendant
Department:	Housekeeping
Hours:	Full time / Part Time
Report to:	Head of Housekeeping

Gleddoch, one of the most prestigious hotel, golf and spa resorts located close to Glasgow are looking for people to join our existing fabulous team

The role of the Room Attendant is to perform routine duties in cleaning and servicing of guest rooms and baths under supervision of housekeeping supervisor. The Room Operative promotes a positive image of the property to guests and must be pleasant, honest, friendly and should also be able to address guest requests and problems.

GENERAL

- Enters and prepares the bedrooms for cleaning.
- Clean the bedrooms as specified within the departmental standard operating procedures.
- Replenish the guestroom and bath supplies.
- Checks and secures the bedrooms.
- To service public areas to a high quality as directed by housekeeper.
- Vacuum bedrooms and bathrooms floors to remove all debris including your section of the corridor and stairs and lift and check the vacuum cleaner weekly and change dust bag when necessary.
- Ensure security of guest rooms and privacy of guests.
- Perform rotation cleaning duties (e.g. steam clean carpets, spring cleaning, super cleaning etc.) as required.
- Bag dirty bedroom linen and prepare for collection by the linen porter.
- Assist hotel guests with any enquiry they have and ensure their queries are answered quickly.
- Inform guests of the services in the hotel.
- Build good relationships and rapport with guests to make them feel comfortable and address any complaints they might have in a very courteous manner to protect the image of the hotel.
- Understand and comply with all emergency procedures to ensure the quick and safe evacuation of hotel guests and staff in the event of a fire or bomb threat.
- Communicate necessary information to all hotel departments as quickly as possible.



- Report issues of maintenance to hotel maintenance for quick repair to ensure guests comfort and satisfaction.
- Attend any training provided by the hotel.
- Carry out any other reasonable duties asked of by the Housekeeping Supervisor.

ALL EMPLOYEES

- To attend training when required.
- To be responsible for your own personal development at work and strive to be the best in what you do, taking care and pride in your work.
- To participate in your annual review discussion and any subsequent conversations to review performance and objectives.
- To have a flexible approach to the hours you are required to work.
- To be fully aware of and adhere to the health and safety regulations concerning your employment and promote a safe environment for yourself, your colleagues and our guests.

WHAT WE OFFER YOU

- A great place to work
- A full uniform
- Discounted food, beverage and accommodation rates
- Discounted Spa treatments
- Discounted access to the leisure facilities
- Discounted access to the 18-hole championship golf course

THE RECRUITMENT PROCESS

If this job ticks all the boxes for you and you can deliver the high standards that are expected from a hotel such as Gleddoch please click the 'Apply Now' button.

Please note that due to the amount of applications only successful candidates shall be contacted.