

JOB DESCRIPTION

Position: HOTEL SHIFT LEADER

Location: Within the overseas programme, as stated in your covering letter

Reports to: Hotel Line Manager

As Hotel Housekeeper you will provide a welcoming atmosphere for the guests, help train the Hotel Assistants, and ensure that the high standards that the company expects are maintained.

Your responsibilities and duties:

Pre-season

- Attend the pre-season training course.
- Assist the Senior Management team with training the staff at the hotel training venues.
- Assist with the cleaning and preparation of the Hotel.
- Ensure that all 'Front of House' areas are well presented.
- Assist in with the production of detailed inventories of the restaurant and guest rooms in the hotel.
- Assist with the production of Health & Safety, Fire and Hygiene reports for the Hotel.
- Help compile information about your resort and create the hotel notice boards and information files.

During the Season

Guest Relations

- Provide and maintain, as part of the hotel team, a first class service to our guests.
- Welcome the guests into the hotel on their arrival and show them to their rooms and help with their luggage.
- Provide the guests with information about the hotel and resort and be present at the welcome meeting.
- Ensure that all guests are aware of the hotel staff day off and the arrangements for breakfast and that there is no evening meal.
- Deal with any problems or issues that may arise promptly and effectively.
- Inform the guests of details and times of departure
- Serve and converse with guests in a friendly professional manner.

Daily and Weekly Housekeeping

- Maintain a high standard of cleanliness, ensuring that communal areas are always clean and tidy.
- Adhere to company guidelines and procedure regarding cleaning standards.
- Assist with laundry collection and assist with new deliveries, mid week and on 'change over' day.
- Ensure that the store areas are clean and in order.
- Ensure that all rubbish is disposed of after every service in the correct manner.
- Perform a deep clean on 'change over' day in preparation for new guests, ensuring that the bar and communal areas are spotless.
- Report any maintenance issue to the Hotel Manager.
- Assist with the distribution of resort cleaning products if required.
- Carry out a weekly cleaning supplies stock take and submit to your Line Manager.

Health and Safety

- Show due diligence at all times and be aware of any hazards.
- Assist in producing a risk assessment of the hotel and make sure these measures are put in place to minimise these risks before the first guests arrive.
- Assist in completing the necessary weekly Health & Safety, Hygiene and Fire Checks.

Flexibility

- Assist with any other duties as requested by your Hotel Manager or other senior staff.
- When required assist with the transport of child care equipment and children to and from Snow Club/Ski Lessons. (Esprit)
- Attend weekly staff meetings.

Resort Administration

- Complete the weekly cleaning supplies orders and submit to your line Manager.
- Assist in the completion of the weekly hotel report.

- Ensure that the restaurant menu cards are kept clean and up to date.

Post-Season

- Assist with the cleaning and closing down of the Hotel and staff accommodation.
- Ensure that all company property is correctly packed and stored.

© Copyright 2011 – Hotelplan Ltd.