



Job Title	Room Attendant
Department	Housekeeping
Department Size	14 in the team
Reports to	Supervisors/Assistant Manger
Direct Reports	NA
Working hours and pattern	4 days over 7 and incl weekends 8am – 4pm 30 hrs a week
Location of role	Hadspen House Hotel and The Farmyard Hotel
Will this role qualify for tronc or bonus?	Tronc

Purpose of this role
Our Room Attendants play a key role in delivering an exceptional guest experience — creating that all-important WOW moment when guests first step into their rooms. They then maintain this same high standard throughout the guest’s stay, ensuring a consistently calm and relaxing environment.
Responsibilities
<ul style="list-style-type: none"> • Making of beds/linen changes • Cleaning of bathrooms/towels • Vacuum and mop floors • Dust furniture • Replenish bath care products (soap/shampoo etc) • Restock mini bar/tea tray • Report any issues to Duty Manager • Full clean of a bedroom • End of day tasks – re stock of linen cupboards/trucks/boxes • Assisting with cleaning of public areas when requested • Address guest queries • Anything else requested by Housekeeping Manager
Characteristics needed for this role
<ul style="list-style-type: none"> • High standards of personal presentation • Friendly personality • Ability to work well on own initiative as well as part of a team
Skills and experience needed for this role
<ul style="list-style-type: none"> • Good physical health and stamina required • Ability to follow instruction • Good communication skills



Skills and experience desired for this role
<ul style="list-style-type: none">• Attention to detail
Qualifications needed for this role
<ul style="list-style-type: none">• Full driving license required
Qualifications desired for this role
Department Description
<p>The housekeeping department is one of the biggest and covers 7 sections of the team with a total of 41 staff, we look after all areas of the estate and always deliver high standards in all roles, ensuring in all our roles we give 100% to our guest visitors.</p>