

Housekeeping Administration Officer

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Company: Accor

Location: Istanbul

Category: other-general

Şirket Tanımı

PURPOSE OF POSITION

To provide housekeeping order taking / telephone service to guests and staff

KEY ROLES & RESPONSIBILITIES

Ensure forwarding and receiving of all information pertaining to Housekeeping

Receive, record and distribute various reports via Opera Property Management System

Receive, record and transmit guest requests accurately

Input accurate room status into computer daily and investigate discrepancies

Maintain and update administrative data

Maintain key control and monitor lost property

Maintain working area in a proper state of cleanliness

Handle guest complaints, delegate immediately & report to Head Housekeeper

Comply with hotel's health, safety and hygiene policies

Adhere to personnel grooming and hygiene standards

Attend meetings and training sessions as required

Has an awareness of all Housekeeping positions including their job functions

Maintain good relations with Housekeeping staff and other interfacing departments, in particular Front Office, Engineering and Laundry

Ensures smooth handover of daily activities to next shift

Occupational Health and Safety (OH&S) Responsibilities

Ensure all OH&S legislation, policies and procedures are adhered to

Be familiar with property safety, first aid and fire and emergency procedures

Log security incidents and accidents in accordance with hotel requirements

PERSONAL ATTRIBUTES

Excellent reading, writing and oral proficiency in English

Familiarity with Housekeeping/Butler duties

Good communication and contact skills

Must be well-presented and professionally groomed at all times

Strong interpersonal skills and attention to detail

İş Tanımı

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Nitelikler

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