

Housekeeping Room Attendant

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Company: Accor

Location: Beşiktaş

Category: other-general

Şirket Tanımı

PURPOSE OF POSITION

To provide an endlessly enchanting experience to all the in house residents through the raffles personal touch.

KEY ROLES & RESPONSIBILITIES

Fully aware of Raffles Hotels & Resorts standard.

Fully understands the difference of guest levels (VIP)

Fully understands the difference of room categories.

Adhere to the core values and the Brand dimension of Raffles Istanbul

Attends daily briefings and notes all information about the Residents and functions in the hotel.

Records the physical count of Mini bar items by updating the stock sheet at the beginning and at the end of the shift.

Keeps track of all DND rooms that are due out for the day and keeps the butler

Coordinator informed for further follow up.

Reports on any discrepancy from resident bar immediately to Head

Takes print out of Daily sales report at the end of the shift and compares it with the mini bar floor sheet on correct postings.

Ensures all the residents receive prompt and courteous service.

Cleans and maintains all butler areas including occupied / non-occupied rooms, pantries, stores, equipments, perishables, stationary, etc.

Checks the expiry dates of all perishables and practices optimum usage of resources.

Liaises with In-room dining and checks on a regular basis to ensure amenities, resident preferences and other such points are taken care of and carried out flawlessly.

Maintains appearance, discipline and efficiency at all times and understands that necessary action will be taken when found lacking in any of the above.

Ensures that consumption of resident supply is under control

Delivers the Raffles touch by exceeding the resident's expectations and providing pro active personalized service.

Practices up-selling of the hotel products and facilities.

Adhere to the core values and the Brand dimension of Raffles Istanbul

Ensure that repeat residents are met and greeted regularly and the profiles are updated.

Provide long staying residents / Special attention residents / occasion celebrating residents with greater importance and take good care of them.

Ensures all communication is carried clearly amongst the team / Head butler.

Takes regular inventories of all items within the jurisdiction of butlers and informs the supervisor for any fresh stocks required.

Attends daily briefing and notes all information about the residents and functions in the hotel

Creates an environment which is congenial and ensures all team members are treated equally and with respect.

Performs related duties and special projects assigned.

Ensure the upkeep of all resident rooms and reports any maintenance faults / anything abnormal, to the supervisor immediately.

Respects guest privacy and does not discuss any private information with other colleagues.

Ensures all unattended valuables and belongings inside resident rooms are noted and Butler Administration Officer/Head Butler is informed about the same.

Maintains all reports and records as per the directives Head Butler and respects the deadlines

Takes initiative and provides all residents with pro active and personalized service

Provides the third service to all residents and ensure all rooms / suites are tidied up after residents leave their room.

Provides prompt laundry service, shoe shine service and ensures that special preferences of all residents are taken into consideration.

Checks all items (Amenities, laundry, etc) before delivering to the residents.

Provide balcony dinners and creates secret spaces for guests privacy and romance by thoughtful and caring service

Offers various facilities and services in order to enable residents to enjoy their stay to the fullest

Does not intrude into the private space of residents more than what is necessary.

PERSONAL ATTRIBUTES:

Ability to motivate and lead

Outgoing personality

Team player

Communications and analytical skills

Positive attitude.

ESSENTIAL REQUIREMENTS:

Educational Requirements:

Post-Secondary Education

Language Requirements:

Advanced level of Turkish

Advanced level of English

Preferably a third language

Experience Requirements:

Minimum 3 years of experience in a similar capacity in a luxury hotel environment.

Housekeeping, Food and Beverage or/and Guest Relations knowledge

Physical Requirements:

The Head Butler should always be neat in appearance. The person should always wear a complete uniform within the standards set forth by the hotel management. Hair should be neat and should have a color that is within guidelines, which means no unnatural hair colors. A female Head Butler should wear makeup that is not overbearing, keeping the look simple, professional and natural. She should make sure her fingernails are clean with no visible tattoos and no earrings on parts of the face other than the ears. She should wear only a pair of stud earrings on her earlobes (men should not wear earrings at all).

İş Tanımı

PURPOSE OF POSITION

To provide a consistent housekeeping service to guest rooms, balconies, bathrooms, restaurants, public areas and circulatory areas that meets the hotel's standards for cleanliness and presentation.

KEY ROLES & RESPONSIBILITIES

Cleans and maintains areas of responsibility according to set standards and procedures

Replenish guest supplies

Organize and clean equipment's for daily tasks, such a personal equipment & chemicals.

Collect daily allocations of rooms and keys. Ensure worksheet is kept up to date throughout shift, and keys are signed out& in and kept securely.

Communicate all necessary information such a, sick guest, pet in-house and others.

Anticipate guest's needs through observation and offer prompt, efficient service either personally or through effective communication with other Talent, Talent Coach or office coordinator.

Ensure guests requests are promptly and courteously met

Report damage or malfunction in hotel rooms/areas to Supervisor

Maintain equipment in a proper state of cleanliness and repair

Maintain a section room report as well as a daily productivity report

Attend daily briefings with supervisor and takes on daily assigned tasks

Reports lost and found articles to the housekeeping office immediately

Handle guest complaints, reporting them to Supervisor immediately

Report unusual behavior/activities in guestroom, floors/ public areas to Supervisor

Record room status in allocated section accurately

Comply with hotel's health, safety and hygiene policy

Adhere to personnel grooming and hygiene standards

Attend meetings and training sessions as required

Carries out additional duties assigned by his/her Supervisors.

Carry out valet services when required (e.g. delivery of linen, processing laundry orders)

Fully understands the difference in guest levels (VIPs) and Room Categories

PERSONAL ATTRIBUTES

Good organizational skills

Good level of engagement with guests

Good knowledge of Housekeeping Operations

ESSENTIAL REQUIREMENTS

Educational Requirements :

Secondary education

Good Housekeeping knowledge

Language Requirements:

Experience Requirements :

Minimum 2 years experience in a similar capacity in a luxury hotel environment

Nitelikler

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