

Housekeeping Room Attendant/House Maid – 5 Star Luxury Serviced Apartments

Location: Gloucester Road, SW7 4JJ

Salary: £18,000k-£21,000 Depending on experience

Company: Fin-Ex Property No.4 Limited, t/a The Harrington Collection

Website: www.theharrington.com

Reporting to: Housekeeping Manager

Apply to: hr_housemaid@theharrington.com

About Us:

The Harrington Collection offers an exclusive portfolio of 45 elegant long-stay serviced residences and 40 short-stay serviced apartments in South Kensington. Each property is just moments from Gloucester Road underground station, making it an ideal location for guests when in London.

Our clients are affluent individuals who are used to purchasing luxury products and services. It will be a distinct advantage if you have previous experience working within a 5 star hotel or high-end serviced apartment group. It is essential that you understand how the luxury end of the market differs when it comes to service.

If high standards and giving customers the best possible experience through personalised and friendly service is ingrained in how you do business then we want to hear from you.

Essential Requirements:

As a Housekeeping Room Attendant your role is to deliver a 'home away from home' experience for all our guests, and provide all the touches and comforts that are important to them. Naturally as a Room Attendant you are the 2nd point of contact with guests after the receptionist.

Therefore, it is essential you provide fine, yet unobtrusive service, while at the same time taking ownership of all our guests' requests in order to create a warm and engaging experience.

You should have good attention to detail and a thoughtful approach to service, and friendly verbal communication.

You will ensure that the apartments are clean and well maintained on a daily basis, replenishing guests supplies and amenities as required and for staging each room appropriately for your next guest's arrival.

Through your attention to detail and care in room presentation, you will provide the effortless comfort and high standards that result in the creation of lasting memories.

Day-to-day Duties:

- Friendly verbal communication with guests

- To be responsible for the cleanliness of the guest apartment you work in
- To make beds and complete thorough dusting, cleaning, and vacuuming of floors
- To collect dirty linen and prepare for the laundry, remove rubbish from rooms
- To collect and hand in any lost property to Housekeeping Manager
- To check the operation of equipment and the condition of the soft furnishings, and notify supervisor of any defects or anomalies
- Working as a team to ensure efficiency and seamless service
- Cleaning of common areas of the hotel and the administrative offices

About You:

- You will demonstrate a natural elegance and passion for providing a luxurious level of service that is personalised, confident and calm
- Previous Housekeeping experience as a Room Attendant within a similar Luxury Hotel, Club, Resort or Private Household essential
- Exceptional grooming and communications skills - including a conversational level of spoken English in order to communicate with colleagues, and guests from time to time
- In addition to this you will also need to be highly organised with great attention to detail and have a flexible approach to working hours with the ability to work various shifts
- Taking the happiness and satisfaction of guests personally

Key Requirements:

- Demonstrably high level of spoken and written English (at least to an intermediate level) – this will be tested
- Demonstrably high level of customer service and desire to provide the highest of customer satisfaction
- Led by a highly developed attention to detail, making sure that issues are dealt with in a timely fashion and to an exemplary standard
- Be a team player who is an avid learner, adaptable and has exceptional interpersonal and communication skills
- Ability to work under pressure
- Confident, professional and welcoming personality
- Happy with varying shift work that may at times require working on weekends

In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process.

1st interview will be by telephone to test language skills.

Telephone references will be followed up prior to appointment.