# Days Hotel Chamber Person Job Description

**Days Hotel Bournemouth**

**Job Description**

**Job Title: Chamber Person**

Scope and Purpose: To provide a friendly efficient service to the guests and visitors of the hotel to the standard set down by management and the Days Hotel Brand. Offer a service that exceeds the customers’ expectations. Ensure Brand Standards are met.

**General Duties**

1. Greet and serve all guests in a friendly, professional and polite manner
2. Operate the computer/till systems ensuring service is smooth and efficient. Responsibility must be taken for any transaction you make and any mistakes corrected.
3. Adhere to the Health and Safety policy and Fire regulations at all times
4. Adhere at all times to Hotel Policies as set out in the staff Handbook
5. Attend training courses as and when required.
6. Ensure correct uniform and name badge is worn at all times.
7. Attend job chats and appraisals. Notice of these will be given in advance.
8. Ensure timesheets are completed and filled in accurately at the end of each shift.
9. Ensure good relations are kept between all colleagues, Managers and guests
10. Carry out any reasonable requests made by the HOD’s and Duty Managers
11. Do not work from heights or perform manual handling tasks unless full training has been completed.
12. Ensure all brand standards are followed at all times.

Duties – Chamber Person

1. Ensure bedrooms are serviced in line with current S.O.P’s and Brand Standards
2. Ensure the following is completed on a daily basis –
   * Beds are made.
   * Basins, baths, showers and toilets cleaned.
   * Bath mats and towels changed and floors washed.
   * Toothbrush glasses and cabinets cleaned and washed.
   * Bedroom vacuumed, polished and cleaned and drawers re-lined.
   * All rubbish removed.
   * Re-supply toilet rolls, tissues, hygiene bags, soap, shampoo and shower cap where necessary.
   * Empty kettle and replenish half full with fresh water.
   * Ventilate room where necessary and if weather permits.
3. Ensure bed linen is changed on guest departure and on guests third day if stay is longer than four nights.
4. Ensure all rooms in the section designated are complete.
5. Ensure all public areas in the designated section are kept clean and tidy on a daily basis.
6. Ensure that no towels/linen are left in public areas unless bagged or in a trolley.
7. Carry out early morning front of house cleaning duties. Once complete fill in required paperwork and hand to Head Housekeeper.
8. Ensure cleaning boxes and supply bags are re-stocked and rubbish is disposed of in the correct place at the end of each shift.
9. Ensure any lost property is handed into the Head Housekeeper.
10. Inform the Head Housekeeper immediately if more than the stated guests have slept in the room.
11. Ensure any loss, damage or maintenance problems are reported to the Head Housekeeper immediately.
12. Ensure storage of all equipment is safe and secure and in line with the hotels health and safety policies.
13. Ensure any tasks that involve heavy lifting are completed by two people.
14. In bad weather conditions ensure balcony furniture is brought in.

**Name:** …………………………………………… **Signature:** …………………………..……………….…

**Date:** …………………………………………….