



JOB DESCRIPTION

HOUSEKEEPING ASSISTANT

Warren House is a Grade II listed building, offering flexible conference facilities within beautifully landscaped gardens. Situated in the exclusive Coombe Estate, Warren House provides peace and tranquillity suitable for accommodation, dining, conferences, meetings, seminars, and training. The hotel consists of 48 bedrooms, 8 conference and event rooms, two bars, and a restaurant with terrace dining.

The **Housekeeping Assistant** is responsible for ensuring the cleanliness, orderliness, and overall appearance of the hotel's guest rooms, public areas, and back-of-house areas. This role plays a vital part in delivering an exceptional guest experience by maintaining high cleanliness standards and contributing to the comfort and satisfaction of hotel guests. The Assistant will work closely with the housekeeping team and report directly to the Housekeeping Supervisor or Manager

DUTIES AND RESPONSIBILITIES

- Clean and tidy guest rooms daily, including dusting, vacuuming, polishing, and changing linens.
- Replenish room supplies such as toiletries, towels, and beverages.
- Ensure bathrooms are sanitized and fresh for each guest, focusing on sinks, toilets, showers, and mirrors.
- Make beds to a high standard, following hotel guidelines and ensuring all linens are clean and well-presented.
- Report any maintenance issues such as broken appliances or fixtures to the maintenance team.
- Restock housekeeping trolleys with necessary supplies to prepare for the next day's duties.
- Maintain records of rooms cleaned and report completed tasks to the supervisor.
- Ensure public areas, including lobbies, corridors, and restrooms, are cleaned and maintained to high standards throughout the day.
- Vacuum carpets, sweep, mop floors, and clean furniture in public areas.
- Empty trash bins and replenish bathroom supplies in public spaces.
- Polish furniture, windows, and mirrors in common areas.
- Clean and maintain back-of-house areas, including staff restrooms and corridors.
- Ensure all hotel areas meet health and safety guidelines in terms of cleanliness and sanitation.
- Respond to guest requests promptly, such as providing additional amenities (extra towels, pillows, etc.).
- Assist with any special cleaning requests from guests, ensuring a quick and efficient response.
- Provide courteous and friendly service to hotel guests, addressing any inquiries or concerns in a professional manner.
- Notify the supervisor of any guest items left behind in rooms and handle lost and found procedures appropriately.
- Respect guest privacy and confidentiality by adhering to the hotel's privacy and security guidelines.

Warren House Hotels Ltd

T 020 8547 1777 F 020 8786 6575 info@warrenhouse.com

www.warrenhouse.com

Warren House, Warren Road, Kingston Upon Thames, KT2 7HY

Company Registration No. 05537011, VAT Registration No. 915987378

Initials

Date



- Ensure that all cleaning products are used safely and stored properly after each shift.
- Follow the hotel's health and safety policies, including fire evacuation procedures.
- Use appropriate personal protective equipment (PPE) when handling hazardous cleaning materials.
- Report any accidents, hazards, or injuries immediately to the Housekeeping Manager.
- Handle and sort dirty linens, towels, and uniforms, ensuring they are sent to the laundry room for cleaning.
- Restock clean linens and towels to designated storage areas for daily use.
- Assist in the proper use and care of laundry machines when required.
- Monitor housekeeping supplies such as cleaning agents, linens, and towels, notifying the supervisor when inventory is low.
- Ensure all cleaning equipment, such as vacuums and mops, are maintained in good working condition.
- Report any damaged or malfunctioning equipment for repair or replacement.
- Track usage of cleaning supplies to ensure efficient use of resources.
- Work closely with other housekeeping staff to complete tasks in a timely manner and maintain high cleanliness standards.
- Coordinate with the maintenance and front desk teams to address guest concerns or maintenance requests.
- Attend regular housekeeping meetings to stay informed about hotel standards, new cleaning protocols, or guest service initiatives.
- Assist colleagues with heavy-duty cleaning tasks when necessary, such as moving furniture or deep cleaning guest rooms.

WHAT ARE WE LOOKING FOR

- Prior experience in housekeeping within a hotel or hospitality setting is preferred but not required; full training will be provided.
- Must be physically capable of lifting, bending, standing, and working on feet for extended periods.
- Ability to spot cleanliness issues, maintain high standards, and ensure thorough cleaning.
- Friendly and professional attitude with a commitment to guest satisfaction.
- Able to work well in a team environment and communicate effectively with colleagues.
- Strong time management skills to ensure rooms and public areas are cleaned efficiently and within the given timeframe.
- Ability to identify and resolve cleaning or maintenance issues as they arise.
- Willingness to work flexible hours, including weekends and public holidays.
- Understanding of safe cleaning practices and the importance of hygiene in a hospitality setting

Warren House Hotels Ltd

T 020 8547 1777 F 020 8786 6575 info@warrenhouse.com

www.warrenhouse.com

Warren House, Warren Road, Kingston Upon Thames, KT2 7HY

Company Registration No. 05537011, VAT Registration No. 915987378

Initials

Date



PERSON SPECIFICATION

- A cheerful and motivated individual who contributes to a positive working environment.
- Punctual and reliable with a strong sense of responsibility for assigned duties.
- Ability to handle the physical demands of the role while maintaining efficiency and enthusiasm.
- Able to respect guest privacy and adhere to the hotel's confidentiality policies.
- A drive to consistently meet or exceed cleanliness standards and guest expectations
- Your phone must have a minimum of iOS 12 or Android 8.0 to use the latest software applications

QUALIFICATIONS

- High school diploma or equivalent (GCSEs)
- Functional English and Math Skills.

This job description is not all inclusive and is intended as an outline of the responsibilities and requirements of the role. The role and duties will evolve as the development expands and other duties may be required to meet the on-going needs of the company.

Employee Full Name

Employee Signature

Date

For employment opportunities or any enquiries, please contact us at:
hr@the-sungroup.com