



## **Hospitality Team Member – Full Time**

### **Job Description & Personal Specification**

#### **Overview**

<b>Centre:</b>	Whitemoor Lakes
<b>Position:</b>	Hospitality Team Member
<b>Reporting to:</b>	Hospitality Team Manager / Hospitality Team Supervisor
<b>Hours:</b>	37.5 Hours per week (Any 5 days out of 7, including evenings and weekends) Shifts are either 7.30am – 3.30pm or 12pm – 8pm (Friday's maybe a little later)
<b>Role Type:</b>	Permanent, Full Time, Shift Work
<b>Overall Purpose:</b>	To support the Hospitality Team Manager and Team Supervisors in meeting the needs of our guests by assisting in cleaning and preparing guest accommodation and to prepare, serve and clean in the dining room.

#### **Job Description**

- Helping to ensure high standards of cleanliness, hygiene and appearance are maintained throughout the centre.
- Cleaning and preparing guest accommodation (lodges), including bedrooms, bathrooms, lounge areas, and kitchenettes. Tasks include bed-making, hoovering, cleaning of bathrooms, and polishing. Beds are pre-dominantly bunk beds, and therefore, can be quite physical.
- Laundry duties, including using the centres washing machines and tumble dryers.
- Ensuring safe practise and adhering to the correct use of ALL chemicals, wearing the appropriate protective equipment where necessary.
- Reporting any damage and maintenance issues promptly to your line manager.
- Cleaning of public areas, including lounge areas, corridors, toilets and hub shower rooms.
- Cleaning and preparing of venue rooms for incoming groups. Tasks include hoovering, rubbish, setting of chairs / tables and any AV / PA equipment.
- To assist in the dining room, preparing the room for guests, serving meals, and cleaning up after meals, including washing up and hoovering.
- To ensure food hygiene regulations are met within our dining room and food service.
- To clean, refresh and stock up the tea and coffee points throughout the centre, including washing and replenishing mugs.
- To daily check the house team / hospitality team staff notice board for any important information / notices.



- Assisting whenever requested in other areas of cleaning (i.e. windows, staff accommodation, offices etc) to ensure the maintenance and appearance of a high standard of cleanliness throughout the centre.
- To undertake other duties as requested by the Hospitality Team Manager, Team Supervisors, General Manager or Head of Centre.

**This job description dates from February 2024 and may be subject to review at any time as deemed necessary.**



## **Personal Specification**

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Clear communicator, with good command of the English language (speaking, reading and writing).</li> <li>• Personable &amp; approachable, cheerful, polite and courteous, with the ability to respond positively to guests needs.</li> <li>• Flexible, punctual and reliable.</li> <li>• Comfortable &amp; confident when working as part of a team, but also working alone.</li> <li>• A Committed team player</li> </ul>	<ul style="list-style-type: none"> <li>• Keen eye for detail</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Good understanding of a residential hospitality environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working in hospitality or another customer facing role.</li> <li>• Previous experience working in a cleaning services role.</li> <li>• Previous experience working with children.</li> <li>• Experience of working to a tight schedule or regular task list.</li> </ul>
<b>Education/Qualifications</b>		<ul style="list-style-type: none"> <li>• No formal qualifications are needed for this role, however, a good standard of numeracy and literacy is required</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Fully supportive of the aims and Christian ethos of the Charity.</li> <li>• High standard of personal grooming, dress and appearance.</li> </ul>	