

Job Profile: Team Member - Housekeeping

Job purpose	Key facts	
Supporting the Housekeeping Supervisor and/ or Line Manager to deliver an outstanding customer experience every time through cleaning rooms and public areas so as to encourage customers to return	Function: Hotel Operations Reports to: Housekeeping Supervisor or Line Manager	Focus: Housekeeping Location: UK Planning horizon: Per shift

What the job is all about	Measures of success
Cleaning rooms Cleans room and public areas following company process to ensure every room is set up to Brand Standards, providing a consistent & excellent stay for our customers	<ul style="list-style-type: none"> Line Manager feedback Customer feedback
Customer experience Provides an excellent experience for every customer through clean rooms and greetings guests with a positive attitude, resulting in great customer feedback	<ul style="list-style-type: none"> Line Manager feedback Customer feedback
Team work Supports and encourages fellow team members, so as to create a positive and productive working environment	<ul style="list-style-type: none"> Employee feedback Customer feedback
Maintenance reporting and equipment Treats Travelodge equipment and stock as if it were their own and promptly reports maintenance issues to ensure a safe and enjoyable environment for both customers and team	<ul style="list-style-type: none"> Employee feedback Customer feedback Maintenance jobs logged in good time
Understanding priorities Responds to tasks set by Line Manager in a positive manner so company standards are met	<ul style="list-style-type: none"> Line Manager feedback Customer feedback

Job boundaries	
Decisions I can influence:	Decisions I can't influence:
<ul style="list-style-type: none"> How to engage and connect with fellow team members and customers Personal development Pace of own work and influence on fellow team 	<ul style="list-style-type: none"> Product and service offering Pricing Budgets Branding Sequence of tasks

I will be successful if I ...	I won't be successful if I ...
Can listen well to customers, Managers and Team Members and address their needs. Am able to work well at pace and resilient to undertake regular set-process in a physically strenuous role.	Am uncomfortable working under pressure to a set pace and process. Disinterested in the effect of my own actions on customers and colleagues.

Minimum experience and qualifications:

- NA

Desirable, not essential:

- Customer service
- Experience in physically strenuous and/ or set-process role

Skills relevant to the job

Building rapport and impact

Primary level

- Takes an interest in others and invests time to enquire and learn more
- Talks to people in a warm and friendly manner
- Listens to others and shows others that they have been heard

Problem-solving

Primary level

- Spots day-to-day problems that are getting in the way
- Finds a way to resolve presenting problems
- Escalates a problem if unable to sort it out

Planning and organising

Primary level

- Creates and follows personal daily plans
- Reviews priorities on a daily basis
- Delivers on personal and performance objectives, actions and accountabilities

Managing change

Primary level

- Asks questions in order to understand the change required
- Helps others to understand the change and how it impacts on the day job
- Regularly revisits to make sure that the change is sustained

Our behaviours



job
profile

Care about people

Primary Level

- Listens to others and shows interest in what everyone has to say
- Treats colleagues and customers with respect
- Shares knowledge and skills with others and is open to feedback

Attention to detail

Primary Level

- Always works to the required standards
- If they see something that's not right, they fix it
- Does the little things that make a difference to our customers and our colleagues

Drive for results

Primary Level

- Works at the right pace focusing on the things that need to get done to create a great customer experience
- Suggests things that will improve the way we do things
- Understands the targets and what needs to be done to achieve them