

NAPIER CITY COUNCIL



Position Profile

KENNEDY PARK TOP 10 RESORT

HOUSEKEEPER (Part time)

Responsible to: Housekeeping Supervisor

Department: Services

Staff Directly Supervised: 0

Total Staff Responsibility: 0

Date of compilation: 24/07/2003, revised 13/12/2005

Job evaluation: Grade N/A

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Job Description - Agreed:

Job Holder: _____ Date: _____

Manager: _____ Date: _____

Manager – Tourism Services : _____ Date: _____

PURPOSE:

This position profile is designed to assist in your understanding of what is required to successfully complete your work. It is not designed to be a prescriptive all encompassing list of tasks. The Manager is appointed to manage the business in the best interest of Napier City Council. The Manager has the right to manage and the employee is required to follow the lawful directions of their manager.

To ensure accommodation units and general buildings are presented to the highest practicable standard.

“To be an effective member of the Kennedy Park team.”

Within the general function of this role, some specific tasks and responsibilities included in this Job Description may be amended by the employer from time to time, to reflect the on-going evolution of operational practices.

POSITION RESULTS AND KEY TASKS:

1. Units, entertainment wing and group dining room are cleaned to the highest standard practicable and in a timely manner. Other areas as directed.
2. All units contain all required equipment, furniture, fittings and supplies in good condition
3. Damaged, missing, dirty or poorly maintained fittings and equipment are rectified or brought to the attention of the appropriate person for rectifying.
4. All cleaning tasks to be carried out according to the systems set down.
5. Guest rooms are serviced in a safe and secure manner. Guest property is treated appropriately and guest confidentiality ensured.
6. To be aware of all identified hazards that may effect themselves and the guest, and that all accidents, near misses, and potential hazards are reported to the Safety Officer or Manager. Any immediate hazards to be eliminated, isolated or minimised if it is safe to do so.

ADDITIONAL TASKS

1. Linen supplies – all bedding and towels to be handled and stored in an appropriate manner to ensure cleanliness, long life and security.
2. Accommodation supplies (tea/coffee etc, kitchen utensils) to be handled and distributed in an appropriate manner to ensure correct room allocation and minimisation of losses through damage or theft.
3. Acknowledge guests at all times, and be available for guest assistance and enquiry.
4. All guest property left in rooms after check-out to be recorded and placed in the Lost Property store at the earliest practical time (same day), as per lost property procedure manual.

DIMENSIONS

Kennedy Park can be a very busy accommodation facility, open 365 days per year and with a wide range of clientele expectations. Business is seasonal, with very high peaks throughout the year, and other times of low demand. Housekeepers must be aware of this in relation to his/her own working hours, rostering and timing of leave. Public holidays, special events, school holidays and the summer season are our busy times, and require Housekeepers to be available for work, unless agreed by prior application and approval.

Hours worked are flexible due to the seasonal nature of the business, and no guarantee of the number of hours to be worked can be given.

Certain groups of clientele require high levels of service (including personal laundry) and may leave rooms requiring extra or heavy cleaning.

RELATIONSHIPS

Internal

Manager, Front Office Manager, Office Staff, Housekeeping Supervisor and Assistant, Ground Staff, Restaurant Staff, Housekeepers.

External

Clients, Contractors, Suppliers.

DESIRABLE EXPERIENCE, SKILLS AND PERSONAL ATTRIBUTES

Experience

- motel and general commercial cleaning

Skills

- cleaning techniques, equipment and chemical knowledge
- time management and organisation

Personal Attributes

- reliable, healthy, honest
- assertive, confident, amiable
- attention to detail
- high standards of presentation

PERFORMANCE EVALUATION

The performance of the incumbent will be monitored regularly and formally evaluated on an annual basis. The evaluation will be carried out by the Housekeeping Supervisor and/or Manager.