



JOB DESCRIPTION

Department : Housekeeping
Job Title : Trainee

SUMMARY

This position undertakes and assist with the day to day operations and understand the different roles in Housekeeping department which includes guest rooms, public area, coordinator and supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- To understand the procedures of cleaning guest rooms and ensure it is to hotel standards
- To know the usage of different chemicals and cleaning supplies
- To know the various housekeeping amenities used in guest rooms
- To recognize the various mini-bar items available in the guest room and to be able to identify the mini-bar items consumed
- To ensure that the amenities in the rooms are sufficient supplied for the convenience and comfort of the guests
- To attend to guests requests immediately when it is needed and inform the supervisor if request cannot be handled
- To be attend daily briefings and take note of guests / VIP arrivals and the special attention items for the guests
- To receive and record all telephone calls from guests, various departments and do the necessary follow up to complete the request
- To adhere to standard hotel greetings at all times when answering calls
- To read Order Taker log entries at the beginning of the shift and do the necessary follow up follow up during the shift
- To comply with the Hotels grooming standards
- Perform any other duties assigned

REQUIREMENTS

- Pleasant disposition with good interpersonal skills
- Detail-oriented
- Able to work in a fast-paced environment

To apply for the above positions, please send your full resume to eleanor.lim@fullertonhotels.com