

## Assistant Housekeeper

- To read the log entries for guestrooms at the start of the shift.
- To allocate daily work and any special assignment to the staff.
- To attend daily briefings and take note of VIP arrivals and the special attention items for the guests.
- To conduct briefings with the room attendants and ensure they execute the special requests.
- To check vacant, clean rooms on the report and report any discrepancies both to housekeeping for assignment and to the hotel duty manager for investigation.
- To check regularly the progress of each assignment and to assist when necessary to ensure rooms are ready prior to the arrival of the guest.
- To ensure that own work and the work of the room attendants supervised, are completed at the end of the shift.
- To organize and assign daily crash programs to ensure the periodic work is carried out to maintain the hotel standard of cleanliness.
- To check on machine and equipment used by the room attendant are in good working order.
- To send faulty machine and equipment for repair and ensure timely return to reduce down time.
- To check the cleanliness and maintenance of the following:
  - Vacant rooms according to reception's report and to check/report of the variance.
  - Occupied and c/o rooms are cleaned on time and within standard required.
  - All suites and VIP rooms on floor assignment.
  - All corridors, stores, pantries, exit doors and cleaning equipment, trolley and etc.
- To ensure that all out-of-order rooms are released as soon as it is ready to Front Office.
- To report all maintenance defects hotel procedures and follow through to rectification.
- To report immediately missing and damaged items in the rooms to the Assistant Executive or Executive Housekeeper.
- To report to Housekeeping and the hotel Duty Manager all Sleep Out and Do Not Disturb Rooms as per hotel procedure.
- To ensure sufficient linen and guest supplies for room attendant use on his/her assigned floors.
- To ensure grooming of self and room attendants according to hotel standards.
- To ensure self and room attendants comply the department and hotel rules and regulations.
- To conduct training and retraining for housekeeping attendants as required.
- To comply with the hotel Lost and Found procedures.
- To conduct inventories for guest supplies, equipment, machines and linens as assigned.

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- To ensure that all messages from other shifts are noted down and messages for other shifts are conveyed in the log book.
- To ensure that:
  - All stores and pantry stations are locked before the end of each shift.
  - Fire exit stairs are free of obstacles.
  - All work for the shifts is completed and messages followed
- All equipment and supplies are stored and locked securely and housekeeping attendant before the end of the shift tidies the areas.
- To perform any other duties other than these above which are requested by the hotel management/direct supervisor.

**Requirements:**

- Excellent communication and organizational skills; reading, writing, and oral proficiency in the English language
- Previous supervisory experience, preferably in Hotel Rooms Division
- Excellent organizational skills
- Computer literacy very helpful
- Knowledge of the Housekeeping operation
- Excellent human relations skills; able to deal positively with challenging situations

To apply for the above positions, please send your full resume to [careers@fullertonhotels.com](mailto:careers@fullertonhotels.com)