

**Job Title:** Lead Housekeeper  
**Location:** MacDonald Hotel & Cabins,  
Kinlochleven

**Working Days:** 5 over 7 days. 30 hours p/w  
April to October, 16 hours p/w  
November to March (average of  
24 hours p/w)

**Working Times:** 9.30am-3.30pm

**Pay Rate:** £12,000 to £15,000 p/a dependent on experience



### **Job Purpose**

To effectively supervise all housekeeping team members to achieve the highest standard of cleanliness and customer service. To ensure that all aspects of Health & Safety are adhered to. To control and manage resources in line with agreed specifications. To highlight opportunities to develop and grow the business.

### **Duties and Responsibilities**

- Supervise all housekeeping team members, involvement with hiring new team members as needed.
- Evaluates team members in order to upgrade them when openings arise or coach them if necessary.
- Plans the work for the housekeeping department and distributes assignments accordingly.
- Assigns regular duties and special duties for housekeeping team.
- Train new team members. Assigns new team members to work with experienced help. Checks on the work of these team members occasionally.
- Approves all supply requisitions, for cleaning and tea tray items. Maintains a lost-and-found department and is responsible for all lost-and-found items.

### **Responsibility & Authority:**

- Responsible for cleanliness, orderliness and appearance of the entire Hotel and Campsite
- Ensure that rooms are made as per company standard.
- Maintain par stock of guest supplies, cleaning supplies and linen.
- Develop and implement Housekeeping systems and procedures
- Organise on-the-job training and evaluate its effectiveness.
- Recommend recruitment of new personnel.

### **Other Routine Responsibilities:**

- Daily inspection of public areas and team areas.

- Coordinating the preventive maintenance schedule of rooms and public area with maintenance department.
- Manage the check out and cleaning schedules for the shift.

**You will also:**

- Maintain Health and Safety standards at all times.
- Ensure equipment is cleaned, maintained and stored correctly.
- Deal with any customer requests promptly and courteously.
- Contribute to team effort by accomplishing related results as needed.

**To succeed in this role you will need:**

- Good customer service skills and a pleasant nature.
- Good attention to detail.
- Good verbal and written communication skills.
- Ability to work independently and use initiative, but also the ability to work as part of a team.
- To be reliable and responsible with a flexible approach to work.
- Previous experience is preferred and full site training will be provided.

**TO APPLY FOR THIS ROLE PLEASE GO TO [www.macdonaldhotel.co.uk/recruitment](http://www.macdonaldhotel.co.uk/recruitment) AND  
DOWNLOAD AN APPLICATION FORM, OR EMAIL [enquiries@macdonaldhotel.co.uk](mailto:enquiries@macdonaldhotel.co.uk)  
CLOSING DATE 22<sup>ND</sup> FEBRUARY 2019**