

JOB DESCRIPTION**TITLE:** MAINTENANCE ASSISTANT**RESPONSIBLE TO:** Maintenance Manager**RESPONSIBLE FOR:** No Staff**Job Purpose**

Assist with the upkeep and maintenance of hotel facilities and appearance to ensure smooth day-to-day running. To assist guests with room standards needs and ensure correct room operations as instructed by the Maintenance Manager.

Accountabilities

These are your minimum standard of performance. Each one is summarized below:

- To demonstrate a high standard of personal appearance, always wearing the full and correct uniform and ensuring good personal hygiene
- To have a full and up-to-date knowledge of hotel products and services
- To ensure all telephone calls are handled politely and efficiently, ascertaining and accurately meeting the caller's needs
- To provide prompt, friendly and efficient service during events which accurately meet customers' needs
- All customers and visitors feel their requirements are understood and are confident that the assistance or information given is accurate and meets their needs
- To handle complaints promptly and professionally, demonstrating genuine care and concern
- To maintain the cleanliness and hygiene of your department, its fixtures, fittings and equipment
- To ensure all legal and statutory regulations and responsibilities are met in order to maintain a safe working environment for yourself, your colleagues and our customers
- All staff are required to make themselves available for training and communication meetings for which advance notice will normally be given

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Main Responsibilities/Key Tasks

1. To carry out some porter duties as and when required, including (but not exclusively) distribution of ironing boards and irons to guests, vacuuming, assisting guests with luggage.
2. Maintenance duties as required within the Hotel, Health Club and Beauty Spa.
3. Maintain the grounds of the hotel to include grass verges and flower beds
4. Ensure that grounds and car park are kept litter free
5. To action all maintenance requests as soon as possible as informed by the Maintenance Manager
6. Wherever relevant, provide a personalised service to guests
7. To comply with any reasonable request by Management

I confirm that I have read and understood my Job Description

SIGNED _____ DATE _____