

JOB DESCRIPTION

Job Title: Public Area Attendant

Department: Housekeeping

Location: Type location

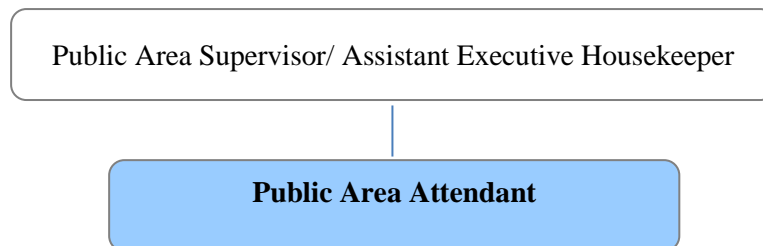
Date Created: December 2016

Date Revised: Type date

Job Purpose

- Provides a cleaning services for public areas that meet the hotel's standards for cleanliness and presentation
- All responsibilities are to be performed in accordance with departmental and company policies, practices and procedures, as well as within the framework and intent of the Vision of the Pullman Saigon Centre property

Reporting Lines



Primary Responsibilities

1- Key responsibilities:

- Ensure working knowledge of all hotel public area
- Ensure cleaning schedules are completed in a routine and timely manner
- Respond to emergencies effectively and effeciently
- Liaise with Public Area Supervisor in relation to chemical usage, problems or rectification suggestions
- Contribute to Housekeeping Department Meetings
- Maintain knowledge of special programs and events in the hotel in order to recognize and respond to guests needs
- Maintain Hotel information to be able to provide information to guests
- Assist guests and escort them to locations within the hotel at their requests
- Complete tasks as directed by Management
- Refer major complaints to management
- Operate equipment safety and sensibly
- Maintain stock levels
- Recycle where possible
- Works in line with business equipments
- Must be able to meet the attendance guidelines of the job and adhere to departmental and company policies

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2- Financial Responsibilities

- Recycles where-ever possible and enforces cost saving measures to connector
- When asked, informs guests about the services offered by the hotel

3- Occupational Health and Safety Responsibilities

- Be aware of duty of care and adhere to occupational, health and safety legislation, policies and procedures
- Initiate action to correct a hazardous situation and notify supervisors of potential dangers

4- Hygiene/ Personal safety/ Environment

- Ensures respect of standards regarding hygiene, cleanliness and the safety of guest's property
- Applies and ensures application of the hotel's safety rules
- Respects the hotel's commitments to the "Environment Charter" (saving energy, recycling, sorting waste...)

Profile

Education / Professional experience

- Vocational certificate in Hospitality – F&B
- An initial experience is preferable
- Accessible to beginners, with inhouse training by a housekeeper
- Languages: fluent in the national language and basic English

Skills/ Qualities

Pullman: a new service attitude centered on proximity, sociability and sharing experience. Ensure all connector embody the same mindset by developing each individual's sense of **curiosity, open-mindedness, interpersonal skills** and **sense of initiative**.

- Attention to detail and hygiene standards
- Well organized, autonomous
- Guest oriented and outgoing
- Responsive and dynamic
- Physical staying power

I, _____ agree to perform the duties as set out in the above job description and will carry out those duties to the performance standards required.

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Connector Signature: _____ Date: _____

Department Head: _____ Date: _____