

## JOB DESCRIPTION

**Job Title:** Room Attendant

**Department:** Housekeeping

**Location:** Type location

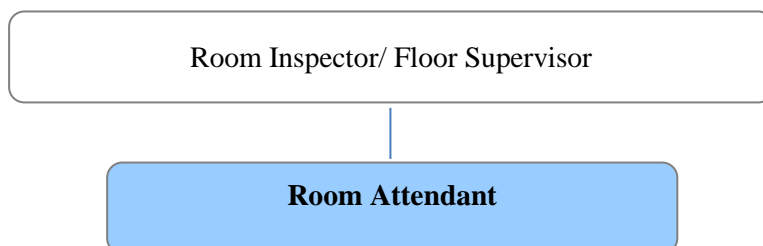
**Date Created:** December 2016

**Date Revised:** Type date

### Job Purpose

- Carries out a range of tasks as requested by the housekeeper (delivering room linen, ironing boards, repair kit, etc.)
- Maintains stocks of linen, welcome gifts and cleaning products in store rooms
- Follows and respects the different schedules for cleaning and works
- 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- Customer relations

- Works quickly and politely when making room deliveries
- Provides information for guests if needed, or directs them to the right person

#### 2- Professional techniques/ Production

- Learns the specific guidelines and instructions given by the Floor Supervisor and applies them
- Ensures that guest linen is processed in due time
- Prioritises tasks and carries them out speedily
- Takes care of the equipment used (trolleys, basins, carpet cleaners, vacuum cleaners etc.)
- Tidies storage areas every day
- Participates in major cleaning tasks

#### 3- Hygiene/ Personal safety/ Environment

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- Make sure that cleaning equipment does not obstruct the corridors (trolley, carpet, vacuum cleaner etc.)
- Follows the department's hygiene and 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 in 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**.

- Discretion
- Thorough and organised approach
- Flexibility and responsiveness
- Able to work in a team
- 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.

Connector Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Department Head: \_\_\_\_\_ Date: \_\_\_\_\_