



## Housekeeper – Room Attendant Job Description

*Phnom Penh, 9 February 2022*

**PAVILION** is a 36-room boutique hotel located in the centre of Phnom Penh, managed by MAADS. PAVILION caters mainly for Western guests. It is located a few blocks from Phnom Penh's most visited areas.

### **Job Summary**

Perfectly clean rooms and common areas. Respond to guests' requests regarding room amenities.

### **Detailed responsibilities**

- Immediately report any potential security issue to Front Desk.
- Take information about new check-ins, room changes of the day from the Front Desk.
- Clean rooms and terraces, balconies or gardens attached to the room.
- Perform standard cleaning every day after guests are out.
- Perform deep cleaning after every check-out: especially clean windows ledges behind curtains, spider-web on the ceiling corners, remove bathroom moisture with chlorine solution, clean ceiling and exhaust fans.
- Every Wednesdays and every time necessary: perform deep cleaning of the reception area, new house entrance, villa entrance, clean windows & window edges, lamps & bulbs, dust picture frames and picture glasses, stair handles.
- Be neat in cleaning process and inspecting every small details during room cleaning.
- Ensure that corridors, halls, house entrances, outside bathrooms are always clean.
- Check cleanliness in public bathrooms every 60 minutes.
- Always clean house entrances and paths after the rain.
- Clean with alcohol everywhere people put their hands on: door handles, switches, the toilet flushes, taps, remote controls, etc.
- Help the bar team to clean dishes and bar counter during breakfast time.
- Clean the kitchen area after the breakfast.
- Maintain the highest standards of personal hygiene and clothes.
- Keep your voices low and avoid using cellphones while working.
- Before entering a room, knock twice the door and say "housekeeping".
- Keep cleaning equipment tidy in designated areas.
- Be aware of type of chemical products (acid based bleach etc.) that can damage tiles and marbles.
- Greet the customers at hotel public space with a warm smile.
- Communicate customers' request or complaints to the front desk.
- Never take anything from the rooms that guests might have left. Bring any found item to the front desk.

- Check that the fan, TV, AC, safe, phone, DVD, computer are working, in case of damages inform the front desk immediately.
- Check that all the remote controls of each appliance are in their proper place.
- Report immediately to reception:
  - any faulty or broken room equipment;
  - if any safety box is found open in an occupied room.
- Tidy up any glasses/plates/ashtrays from the rooms with outside sitting area.
- Replenish mini-bar every day.
- Attend required job trainings and exchange experience at other sister hotels.
- At all times wear uniform, (closed shoes for man) and name-tag.
- Change mattress covers, pillows and towels with spots immediately.
- Prepare the welcoming towels.
- Put your personal name card in the rooms, after cleaning.

### **Profile**

- Good knowledge of housekeeping and cleaning service.
- Able to work under the pressure.
- Must able to work in a team, split shifts, flexible hours and weekends.
- Some spoken English knowledge.
- Must have a happy outgoing personality.
- Successful previous experience in a similar position is preferable.
- Dedicated, motivated and honest; reliable, trustworthy and respectful.

### **Report**

- To PAVILION Housekeeping Supervisor.

### **Schedule**

- As necessary, with a minimum of 8 hours, 6 days per week.

### **Conditions**

- Based in Phnom Penh at PAVILION hotel.
- Local contract, with a probationary period of 3 months.
- Beginning of contract desired: as soon as possible
- Salary will be discussed during the interview.

### **Application**

- Closing date: 9 March 2022.
- Only shortlisted candidates will be contacted.
- Only locally present candidates will be considered.
- Please send CV and cover letter to Pavilion: [nassiba@thepavilion.asia](mailto:nassiba@thepavilion.asia)