

Room / Public Area Attendant

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Company: Hilton

Location: Kuwait

Category: personal-care-and-service

A Housekeeping Attendant will support all Housekeeping and Laundry with guest requests analyzing each request and delegating between the team members, so that work can be done in an efficient and timely manner ensuring an exceptional experience for our Guests.

What will I be doing

As Housekeeping Attendant, you will support all Housekeeping and Laundry team for all aspects by delegating the day-to-day activities Housekeeping and Laundry within the hotel. Specifically, a Housekeeping Attendant will perform the following tasks to the highest standards:

- Ensure consistently high operating standards in every area of Housekeeping and Laundry, as identified d by the hotel brand standards

- Monitor the appearance, standards, and performance of all Housekeeping and Laundry Team Members with an emphasis on training and team work

- Provide excellent guest service

- Actively works on availability and release of Rooms for Guest Service along with Floor Housekeeping Supervision

Manages the controls of the Housekeeping department, such as: frequency of employees, release of master keys, book incident, input and output input and output uniform and linen, among others

Responsible for checking daily the guest information in CRM and ensure that the preferences and requests of the same are met on time

Request flowers for special occasions (marriage, death, maternity ...). Besides providing embroidery for special linen (wedding and pampering)

Control makes monthly Lost and Found and donations

Check the uniforms and send for cleaning and / or repair

Coordinates and controls all traffic of documents and people within the department.

Does releases linen of Laundry daily

Makes daily guest clothing release of guests that use the laundry service

Makes monthly closing of Laundry expenses and provision of same

Replaces (a) Laundry Attendant in case of holidays, days off or absences

What are we looking for

A Housekeeping Attendant serving Hilton is always working on behalf of our Guests and working with other Team Members. To successfully fill this role, you should maintain the attitude, behaviours, skills, and values below:

Planning and organizing

Good oral and written communication

Previous experience in Laundry

Good interpersonal skills

Proficiency, at intermediate level, with computers and computer programs, including Microsoft Office

Committed to delivering a high level of customer service

Excellent standards of clean

It is advantageous in this position if you demonstrate the following capabilities and advantages:

Ability to work in a team

Excellent attention to detail

Positive Attitude

What will it be like to work for Hilton

Hilton is the leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. For nearly a century, Hilton has offered business and leisure travelers the finest in accommodations, service, amenities and value. Hilton is dedicated to continuing its tradition of providing exceptional guest experiences across its global brands. Our vision 'to fill the earth with the light and warmth of hospitality' unites us as a team to create remarkable hospitality experiences around the world every day. And, our amazing Team Members are at the heart of it all!

Work Locations

Waldorf Astoria Kuwait

Schedule

Full-time

Brand

Waldorf Astoria Hotels & Resorts

Job

Housekeeping and Laundry

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