

Foyers Lodge Head Housekeeper Job Description

ABOUT US

Foyers Lodge is a beautiful Victorian retreat a mile from the village of Foyers overlooking Loch Ness. Foyers Lodge offers stylish accommodation, delicious food, beautifully kept grounds and unrivalled views of the loch and the magnificent surrounding landscape.

In 2021 Foyers Lodge was included in The Times and Sunday Times '100 Best British Hotels' in its first fully operational season of trading following an extensive refurbishment. It has also been listed in the 'Top 50 Boutique Hotels' in the UK, for the past three years, currently at No.20..

Foyers Lodge has 6 bedrooms and a one bedroom suite with a maximum capacity of 14 resident guests.

www.foyerslodge.co.uk Instagram/Facebook/Twitter/TikTok - @foyerslodge

THE ROLE

We're looking for an experienced Head Housekeeper who can deliver a meticulously high level of service in what can often be a high-pressure environment – especially in peak season months.

We need someone who loves cleaning, is hard-working, reliable and diligent who also has good interpersonal skills allowing them to interact with guests as appropriate, the possibility of which will happen as they go about their duties.

We're looking for someone positive, productive, friendly & fun to deliver a five-star housekeeping service in all front of house areas of the lodge. The successful candidate will be part of a small team, working alongside the owners, so must be happy to fulfil their duties often working alone.

Fixed Term Contract: May – November 2024

Hours: 9.30/10am – finish (no later than 3.30pm) and/or as required to complete cleaning rooms before check-in of new guests at 4pm. Our schedule follows a 10 day on, 4 off pattern. Foyers Lodge is closed to guests on Mon/Tues/Weds/Thurs nights (depending on schedule) – every other week. Full schedule available. 25 – 30 hour week.

Salary: £15 - £17.50 per hour depending on experience

FOYERS LODGE

EST. 1863

KEY RESPONSIBILITIES

- *Housekeeping of all bedrooms and front of house areas.
- *Housekeeping of the one bedroom executive suite.
- Occasional *housekeeping of owners accommodation.
- Preparing the rooms for guest arrival.
- Ensure five-star standards of cleanliness and hygiene are always met
- To re-stock and replenish equipment and supplies in the cupboards and to inform the owner when stocks are low.
- Communicate effectively and confidently with the owners and, if the situation arises, the guests.
- Manage the washing/drying of guest laundry if required (this service is not offered but could occasionally be arranged by special request).
- Organising and distribution of laundry and linen. **This will include moving clean/dirty bags of laundry between the delivery point on the ground floor at the rear of the property, and the upstairs linen room.
- Bagging up/counting of dirty towels and linen in preparation for collection by the hire/cleaning contractors.
- Manage the washing/drying of guest laundry if required.
- Inform the owners immediately of any spillages/breakages/thefts or damage to any of the guest bedrooms or public rooms.
- Occasionally accept deliveries/sign for items in the absence of the owners.
- Communicate effectively with guests as well as people who are not resident at Foyers Lodge – having the confidence to deal with their query if one of the owners is unavailable.
- Manage the General/Back of House Assistant when working on housekeeping together.
- Manage contract cleaners if additional staff are required.

*Housekeeping includes but is not limited to: general cleaning in the downstairs public rooms (Dining Room, Sitting Room, Drawing Room bar and downstairs loos), the stripping and making of beds, thorough cleaning of en-suite shower rooms and in-room baths, polishing, vacuuming, dusting, high-level dusting (which may require use of a ladder), replenishing of towels and toiletries, replenishing of hospitality trays.

**Laundry bags can be heavy so the candidate must be able to lift.

ABILITIES & EXPECTATIONS

- Loves cleaning
- Attention to detail
- Self-motivated, pro-active and flexible
- Ability to work calmly under pressure
- Ability to work independently and take responsibility for/be accountable for decisions made
- Excellent timekeeping and reliability
- Professional attitude
- Happy to manage/task junior staff and contract cleaners as required

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ESSENTIAL REQUIREMENTS

- Experience of working in housekeeping in a similar establishment for at least 2 years, preferably in a leading position
- Available for the remainder of the season – May – 10 November 2024
- Right to work in the UK
- If residing outwith Foyers, must drive although we can work around the service bus timetable to/from Inverness
- Immaculate grooming – whilst working long hair must be neatly tied back, tattoos covered and all piercings/jewellery removed with the exception of wedding/engagement bands, ear studs and discreet necklaces/pendants.
- Conversational English

STAFF BENEFITS

- Bonus on completion of season
- Fuel mileage paid if living further than 10 miles from the place of work
- Opportunities for further and/or permanent employment
- Equal share of tips with other employees based on hours worked
- Staff uniform
- Flexibility on start times/finish times to work around school drop-off/pick-up
- Will consider a job share

We are offering a fixed term contract with the possibility of a permanent role for the right person.