

Foyers Lodge Part-time 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' and is currently listed at No.20 in the 'Top 50 Boutique Hotels' in the UK. Foyers Lodge has 6 bedrooms and an executive suite with a maximum capacity of 14 resident guests in total.

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

THE ROLE

We're looking for a part-time housekeeper to assist our department lead in delivering a meticulously high level of service at times when the hotel is busy. We need someone who loves cleaning, is hard-working, reliable and diligent who also has good interpersonal skills allowing them to interact with guests if required, 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.

Seasonal Contract: April – November

Hours: 10.30am – finish (12.30pm/1pm) and/or as required to complete cleaning rooms before check-in of new guests at 3pm. Our schedule follows a 10/11 day on, 4/3 day off pattern. Foyers Lodge will be closed to guests on Mon/Tues/Weds and Thurs nights (depending on schedule) – every other week. Full schedule available. Hours will be ad-hoc dependent on the number of room turnovers so flexibility is required. Could suit freelance cleaner or someone looking for a few hours in the mornings.

Salary: Starting at £12.50 per hour, rising to £14.50 after successful completion of probation period.

KEY RESPONSIBILITIES

- *Housekeeping of all bedrooms, executive suite and front of house areas.
- 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 Head Housekeeper when stocks are low.
- Communicate effectively and confidently with the owners and, if the situation arises, the guests.
- 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.

FOYERS LODGE

EST. 1863

- 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 should the situation arise (you will not ordinarily be required to interact with guests)

*Housekeeping includes but is not limited to: general cleaning in the downstairs public rooms (Dining Room, Sitting Room, Drawing Room bar and downstairs loos) if required, 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

ESSENTIAL REQUIREMENTS

- Experience of working in housekeeping, preferably in a similar establishment
- Available for the full season – immediate start – 10 November 2024
- Right to work in the UK
- 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

- Fuel mileage paid if living further than 10 miles from the place of work
- Opportunities for further employment
- Equal share of tips with other employees based on hours worked
- Staff uniform