



Job Overview

Position Title: Housekeeping Attendant

Reports To: Housekeeping Supervisor

Namratha Management Services Pvt Ltd. is a Hospitality and Facility Management Organization engaged in providing Hospitality and Facility services to iLabs affiliated companies and facilities. We also own and operate a Boutique Resort “**Mango Resort**” in Sri City, Tada - Andhra Pradesh.

Position Summary:

The Housekeeping attendant will be responsible for ensuring the cleanliness, sanitation, orderliness and adequate supply of assigned areas.

He / She should be able to effectively communicate both verbally and written, with all level of employees and guests in an attentive, friendly, courteous and service-oriented manner.

Housekeeping Attendant Duties and Responsibilities:

- Cleans guest rooms according to the procedure.
- Ensures that guest preferences are met all the time.
- Picks up a service area, pantry, corridors and exit stairwells on a regular basis.
- Keeps the service area, pantry and trolleys clean and tidy.
- Exchanges the linen with laundry and linen room.
- Ensures laundry, dry cleaning and pressing are delivered.
- Reports fixture or other items that need maintenance repair to the supervisor
- Attends to guest calls, guest requests /guest complaints in the area assigned to him or her.
- Responsible for following the standard operating procedures.
- Responsible for achieving and exceeding the guest satisfaction score.
- Update status of rooms cleaned on the assignment sheet.
- Return and restock cart at end of shift.

Prerequisites:

- Service orientated, pleasing personality and leadership capabilities.
- Good health, neat and pleasant appearance
- Proficiency in computer programs like MS Word, Excel and working experience in hotel software like Opera, Protel, Fidelio etc. is an added advantage.



Education & Experience:

Minimum High School Pass.

Experience of 2 to 3 years in a related position.

Benefits

- Selected candidates will work with our Resort or offices.
- In keeping with The Namratha Group's philosophy of training and developing its people, candidates will be trained by the best professionals in the Hospitality Industry
- Candidates will receive competitive compensation and benefits
- Candidates will enjoy subsidized meals, transportation to and fro from work , accommodation is provided wherever it is necessary.

Career Path

- We believe in empowering and enabling our employees to grow. Growth opportunities are always provided to our employees.
- Join as an Assistant and Grow
- Selected candidates are offered jobs as Operations Assistants in our Resort. Employees can grow within the Company.
- The Namratha Group encourages internal growth and therefore supervisors are promoted from within the company under the 'Supervisory Development Program'. Employees become eligible for Supervisory roles with 18 - 24 months of experience and based on performance.
- The company has a robust training program comprising structured hotel operations training to enhance technical knowledge and skills and behavioral training program to enhance interpersonal skills.
- Executive Development Program
High potential supervisors can grow as an Executive with the Company through the Executive Development Program (EDP). Employees become eligible to apply after they have completed 18 - 24 months as a supervisor and based on performance.