

Vacancy Information Sheet

Employer details Including address	Staycity Liverpool Waterfront, 25 Drury Lane, Liverpool, L2 0PH
Job title	Housekeeping Team Member
Rate of Pay	£9.12ph rising to £9.26ph after training
Contracted Hours/ Working Pattern	16-37.5 hour contracts available. Shifts over 7 days including weekends
Job Description	<p>Company Background</p> <p>Staycity currently operates 3000 apartments over Ireland, The UK, France, Italy and Germany and our aim is to grow to 15000+ apartments over Europe by 2025 and to become the largest aparthotel provider in Europe.</p> <p>With 12 new openings scheduled over the next 12 months, there is plenty of opportunity to develop your career with us!</p> <p>Staycity Group's expansion is now rolling out under two brands – Staycity Aparthotels and our new premium brand Wilde Aparthotels by Staycity</p> <p>The Role</p> <p>Join the Staycity housekeeping team at Liverpool Waterfront to provide efficient and outstanding guest service to all of Staycity's guests on arrival and throughout their stay.</p> <p>We are seeking hard working, friendly individuals to join a growing, fun and dynamic organization.</p> <p>Customer Satisfaction & Expectation</p> <ul style="list-style-type: none"> • Maintain develop and exceed guest satisfaction • Initiate and maintain rapport with customers • Assist with complaints were possible and resolve in conjunction with the Front Office/Operations Manager and /or General manager • Addresses and resolves questions or problems relating to guest queries <p>Housekeeping</p> <ul style="list-style-type: none"> • To clean and prepare the apartments in line with Housekeeping SOPs and productivity guidelines. • To maintain a professional image at all times. • To ensure security and privacy of guests and their possessions. • To deliver and collect any items requested/used by guests and permitted by line manager. • Accepts flexible work schedule necessary for uninterrupted service to Staycity operations • Accepts any tasks as required by your line manager for uninterrupted Staycity operations • Maintains own work area and maintains clean, tidy and in a safe manner; reports defective materials and equipment to appropriate person within the operation • Continuously seeks to endeavor and improve the department's efficient operation, and knowledge of own job function <p>Person Specification:</p> <ul style="list-style-type: none"> • Be able to work in a busy environment while keeping calm and courteous under pressure • Have previous computer knowledge, e-mail, and word • Be a good communicator • Be quality driven • Be able to uphold standards
Minimum experience and/or qualifications	Previous housekeeping experience is desired but not necessary

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Additional Information	
How to apply	E-mail CV to: pawel.bubacz@staycity.com
Closing Date	Ongoing