

JOB DESCRIPTION

JOB TITLE: VIP Lounge Housekeeper

SALARY: £9.50 per hour

LOCATION: London Heathrow Airport

SHIFTS: 06:00 AM – 15:00 PM

REPORTING TO: VIP Duty Manager

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences, and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable, and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time, it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised, and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

As a Lounge Agent you will provide excellent customer service, working to meet the needs of the First and Business Class passengers who utilise the VIP Arrivals Lounge. You will be a team player who is always willing to go that extra mile to please our customers. You will ensure the passengers are aware of the facilities that are available to them, and should they wish to use the facilities, book them in whilst they relax after their long journey.

Main Duties & Responsibilities:

- Provide an exceptional level of customer service at all time
- Greet passengers as they enter the lounge and introduce them to the facilities available to them helping where required to maintain customer loyalty
- Ensure passengers who want to use the shower facilities are booked on and escorted to their shower room
- Ensure cleaning and maintenance of the shower suites and bathrooms within the lounge are always kept clean and tidy
- Advise passengers of the valet service for steam cleaning of their clothing and ensure it is returned to the passenger in a timely manner following their shower
- Ensure all shower suites and bathrooms are kept restocked

- Ensure the housekeeping areas and any other areas within the lounge is always kept clean and tidy
- Assist with any other duties as requested by the client or supervisor/manager

Person Specification:

Essential

- Great customer service skills
- Smart appearance always when on duty
- A friendly, welcoming & professional approach
- Ability to work on your own initiative
- Ability to follow set procedures and plans
- Flexibility on time and working shift

Desirable

- 5-star cleaning experience

HEALTH & SAFETY RESPONSIBILITIES

- Always follow Group and company policies and procedures.
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment.
- Use all work equipment and personal PPE properly and in accordance with training received.
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system.

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.