

Public Area Attendant

DIB Club is a large landscaped pool surrounded by shaded lounges and three urban football pitches on Koh Pich (Diamond Island). A cocktail bar and an open-air restaurant serves Cambodian and Western cuisine. It is a friends and families place during the day, a cool nightlife destination after sunset, also hosting private events and parties. Maads operates the DIB Club.

Summary

The public area attendant provides cleaning service to all public guest areas and surrounding service areas. S/he responds to requests ensuring maximum guest satisfaction in accordance to the established standards.

Detailed Responsibilities

Customer Service

- Always greet the guests with a warm smile.
- Ensure the guest feels important and welcome.
- Be fully conversant with all services and facilities offered at the hotel.
- Attend to guest requests or inquiries at all times or call someone who can help if assistance needed.
- Be attentive when guests or colleagues require assistance.

Operations

- Receive work assignment from supervisor then proceed to assigned area.
- Respond to paging and follow up where cleaning is needed.
- Clean and maintain areas, restrooms, offices and public areas assigned to him/her according to standards by performing activities such as:
 - Sweep, mop and polish floor
 - Wash walls
 - Clean mirrors, glass
 - Polish floors, tables
 - Empty and clean ashtrays, bins
 - etc
- Storage & Prep
 - Keep material tidy and clean, at the end of shift, replenish it in preparation for the next shift.
 - Keep equipment closet clean and locked at all times.
 - Maintain and clean the equipment, storage rooms and put supplies in order.
- Turn-in all lost and found items to supervisor.
- Assist in training new public area attendant.
- Security
 - Notify supervisor of any guests who are sick or suspicious looking character.

General

- Have complete knowledge of the club's policies (fire, security, handbook, etc.).
- Have complete knowledge of the club's quality and service standards, departmental procedures.
- Attend all training sessions scheduled by the management.
- Always keep a very good and professional attitude towards all colleagues.
- Maintain excellent grooming standard at all times.
- Report accidents, injuries and unsafe work conditions to supervisors.
- Occasionally perform other duties and assist with special projects as assigned.

PROFILE

- Good knowledge of housekeeping and cleaning service.
- Dedicated and careful.
- Attention to detail.
- Able to work in a physically demanding environment.
- Works well with others.
- English spoken an advantage

CONDITIONS

Working hours: as per weekly schedule, 8 hours work per day, 6 days per week.

Salary & Benefits: will be discussed during the interview.

Closing date: 26 January 2020

Please send your CV and Cover letter to: gm@dibclub.asia

www.maads.asia/dibclub

Please note only locally present Cambodian nationals and shortlisted candidates will be contacted.