

Job Description

Job Title	Floorman
Reports to	Supervisor/ Area Manager
Hours per week	37.5 to 40
Shift	Various

About Casna

Founded in 1989, Casna is a specialist provider of quality cleaning services to the premium hospitality industry. The company is a nationally recognised family-owned organisation which now operates throughout London and the Home Counties. Over the last two decades Casna's solid organic growth has been achieved through client recommendation and excellence of reputation.

Job Purpose

- Responsible for the maintenance of floors in specific areas at the client site
- Achieving high standards by way of successful participation in certified training programmes

Job Responsibilities

- The daily shift plan is completed in the agreed time scale and hygiene standards are met
- Carry out floor maintenance to ensure the agreed standards are upheld for all Standard Operating Procedures covered by the floor schedule
- Ensure correct use of splash boards to protect furniture during floor maintenance
- To wear the uniform provided, and ensure that it is kept clean and presentable at all times when on client site
- To wear the staff identity badge provided by the company at all times when on client site
- To adhere to company standards in keeping personal jewellery to a minimum
- To co-operate with team members, supervisors and managers to achieve a healthy and safe environment
- To take reasonable care of your own health and safety and that of other persons who may be affected by your actions
- In the course of work you are to bring to the attention of your supervisor any situation, which reasonably could be considered to represent a serious or immediate danger to the health and safety of any person
- Attend training sessions not necessarily held at your place of work and at times not rostered to work
- To undertake other duties at the discretion of the Supervisor and Area Manager
- Ensure any damage noticed during cleaning duties are reported to the supervisor
- Ensure a timely response to any service shortfalls identified by the supervisor
- Carry out additional or special tasks as instructed by the supervisor, using equipment and appropriate chemicals
- Using powered equipment where necessary (scrubbing machines, wet pick-up machines, polishing machines) to provide deep cleaning and marble restoration
- Clearing up after flooding and/or any other emergency cleaning

- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms

Knowledge, Skills and Experience Required

- Previous cleaning experience desirable
- Previous hotel services experience desirable
- Passion about hygiene and customer service
- A 'Can do' attitude
- High standards and be quality driven
- Strong physical capacity is required due to the handling of heavy machinery
- Able to work as part of a team whilst managing own area is essential
- Willingness to attend additional trainings to increase competency and knowledge of special floor maintenance procedures
- Excellent interpersonal and communication skills enabling effective working partnership and client interaction
- Flexibility to work in shifts and transfer to different client sites at short notice

General

- To always act and conduct yourself in a highly professional manner that reflects the company standards
- Taking pride in your work
- Being hard working and presentable

Summary

This job description is not limited to the above and may be amended or extended without notice to maintain the company's due diligence. This Job Description will be used as a basis for individual performance review between the post holder and the manager.

Signatures

1. Employee

I _____ (*name in capitals*) having read this job description confirm that it will form part of my contract of employment. I further confirm acceptance and responsibility for all matters identified in the job description.

Signed: _____ Dated: _____

2. Supervisor/Area Manager

Signed: _____ Print Name: _____

Dated: _____