



JOB DESCRIPTION

Job Title	Housekeeping Attendant
Management Level	Levels 12
Department	Hospitality & Leisure Department
Reporting To	Assistant Officer, Housekeeping
Direct Reports	None

Overall Purpose:

To undertake assigned housekeeping and cleaning duties to ensure that Club facilities, public areas, service areas, and designated spaces are maintained to the required standards of cleanliness, hygiene, order, presentation, and readiness, while ensuring the safe and proper use of housekeeping materials, equipment, and other assigned resources.

Key Responsibilities

1) Cleaning and Housekeeping of Assigned Areas.

- Perform routine cleaning and housekeeping duties in assigned public, service, accommodation, recreational and other Club areas in accordance with established work schedules and instructions.
- Clean floors, surfaces, furniture, fixtures, fittings, washrooms and other designated areas using appropriate cleaning methods and approved materials.
- Dust, sweep, mop, vacuum, polish and undertake other prescribed cleaning activities to maintain assigned areas in a clean and orderly condition.

2) Cleanliness, Hygiene and Presentation Standards.

- Maintain assigned areas to prescribed standards of cleanliness, hygiene, orderliness and presentation.
- Inspect assigned areas during and after cleaning and rectify identified cleanliness or presentation deficiencies within the scope of the position.

3) Cleaning Materials, Equipment and Supplies.

- Use cleaning materials, chemicals, tools and equipment correctly and safely in accordance with established procedures.
- Maintain cleanliness, proper storage and good working condition of housekeeping equipment, tools and materials assigned to the position.
- Use cleaning materials, amenities, consumables and other housekeeping resources economically and minimize unnecessary wastage.

4) Linen, Laundry and Housekeeping Items.

- Collect, handle, sort, store and distribute linen, uniforms and other housekeeping items in accordance with established procedures.
- Maintain proper handling and accountability of linen, uniforms and other housekeeping items assigned to the position and report shortages or damage.



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5) Waste Handling and Environmental Cleanliness.

- Collect, segregate, handle and dispose of waste in accordance with approved hygiene, safety and environmental procedures.
- Maintain environmental cleanliness of assigned areas and promptly address spills, litter and other conditions affecting cleanliness.

6) Facility Readiness for Members, Guests and Events.

- Ensure assigned areas are clean, orderly, appropriately presented and ready for use within the required timelines.
- Prepare and restore assigned areas for meetings, functions, tournaments, events and other Club activities in accordance with established requirements.

7) Health, Safety and Chemical-Handling Compliance.

- Comply with prescribed hygiene, sanitation, occupational health and safety requirements, including the correct use and storage of cleaning chemicals and appropriate personal protective equipment.
- Follow established procedures for the safe handling of cleaning equipment, chemicals, waste and other potentially hazardous materials.

8) Reporting of Defects, Hazards and Housekeeping Requirements.

- Report damaged property, maintenance defects, equipment faults, shortages, hazards, spills and other housekeeping or safety concerns to the Assistant Officer, Housekeeping.
- Report housekeeping requirements that may affect cleanliness, safety, facility readiness or service delivery.

9) Member, Guest and Internal Customer Service.

- Respond courteously and promptly to routine housekeeping-related requests from members, guests and other Club departments.
- Work cooperatively with housekeeping colleagues and relevant Club departments to support efficient and responsive service delivery.
- 10) Care and Safeguarding of Club Property
- Exercise proper care of Club property, equipment, furnishings, fittings, cleaning materials and other resources under the control of the position.
- Maintain confidentiality and safeguard member, guest, employee and operational information encountered in the course of duty.
- Perform any other related duties as assigned by the Housekeeping Supervisor.

Key Measures of Performance

Key Result Area	KPI	Measure
Cleaning and housekeeping of assigned areas	Cleaning Quality	Compliance with established cleaning standards and required work schedules
Cleanliness, hygiene and presentation standards	Area Presentation	Inspection results for assigned areas
Cleaning materials, equipment and supplies	Resource Utilization	Proper, safe and economical use of materials, supplies and equipment



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Linen, laundry and housekeeping items	Linen and Item Accountability	Availability, condition and proper handling of assigned linen and housekeeping items
Waste handling and environmental cleanliness	Waste Management	Compliance with approved waste-handling and environmental cleanliness procedures
Facility readiness for members, guests and events	Facility Readiness	Assigned areas cleaned, prepared and restored within required timelines
Health, safety and chemical-handling compliance	Safety Compliance	Compliance with OHS, hygiene, chemical-handling and PPE requirements
Reporting of defects, hazards and housekeeping requirements	Reporting Effectiveness	Timeliness and accuracy of reported defects, hazards, shortages and requirements
Member, guest and internal customer service	Service Responsiveness	Feedback from members, guests and internal customers and responsiveness to routine requests
Care and safeguarding of Club property	Property Care and Accountability	Proper use, care, security and accountability of Club property and housekeeping resources

Minimum Qualifications & Experience

Requirement	Minimum Requirement
Academic Qualification	KCSE or equivalent qualification.
Professional Certification	Basic training in housekeeping, cleaning, hygiene, food safety or occupational health and safety will be an advantage.
Professional Membership	Not applicable.
Housekeeping Procedures	Basic knowledge of cleaning and housekeeping procedures applicable to hospitality and Club operations.
Cleaning Materials and Equipment	Knowledge of basic cleaning materials, tools and equipment and their appropriate use.
Hygiene and Sanitation	Basic knowledge of hygiene, sanitation and environmental cleanliness practices.
Linen and Laundry	Basic knowledge of handling, sorting, storage and care of linen, uniforms and laundry.
Health and Safety	Basic knowledge of workplace safety, chemical handling, PPE and hazard reporting.
Customer Service	Knowledge of courteous, professional and service-oriented conduct.
Waste Management	Basic knowledge of proper collection, segregation and disposal of housekeeping waste.
Experience	Minimum 1–2 years' in housekeeping, cleaning, hospitality or a similar service environment.

Key Relationships

Internal	
Contact	Nature of Interaction



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Assistant Officer, Housekeeping	Work allocation, supervision, guidance, reporting and performance feedback
Other Housekeeping Staff	Teamwork, coordination and sharing of work activities
F&B Team	Coordination of cleanliness and readiness of service areas
Facilities Management	Reporting maintenance defects, damage, hazards and facility requirements
Events Team	Coordination of housekeeping requirements for functions and events
Other Club Departments	Cleaning and housekeeping requirements for shared and designated areas

External

Contact	Nature of Interaction
Members and Guests	Courteous assistance and response to routine housekeeping requests
Service Providers/Suppliers	Limited operational interaction as directed by the supervisor

Agreed and accepted by:

Job Holder Signature	_____ Date: _____
Line Manager Signature	_____ Date: _____
HR Manager Signature	_____ Date: _____
General Manager Signature	_____ Date: _____