

## JOB DESCRIPTION – CLEANER

If the below sounds like the perfect role for you please submit your CV and covering letter to our team at: [kfraser@lochness.com](mailto:kfraser@lochness.com)

### PURPOSE OF THE JOB

To ensure the attraction is kept tidy and to a high cleanliness standard at all times.

### KEY ACCOUNTABILITIES

- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- Take pride and responsibility in the appearance of the attraction: including completing tasks such as waste management, conducting routine cleanliness checks etc.
- Clean, stock and supply designated facility areas
- Carry out deep cleaning and detailed cleaning tasks
- Monitor stock levels and advise the relevant manager of ordering requirements.
- Ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit feel memorable.
- Attend all training sessions and team meetings as required.
- Work towards KPI's and personal development blueprint.
- Ensure that all policies and procedures are adhered to
- Identify any suggestions for improvement to enhance the guest experience within the attraction.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

### ATTRACTION/ OFFICE SPECIFIC REQUIREMENTS

An exemplary attitude to Health & Safety and a passion for Guest Service are essential.

