



Job Description

Role	Team Member
Start Date	ASAP
Venue / Location	Weston-Super-Mare, Winscombe & Yatton Areas (North Somerset)
Type	Permanent role
	Part Time
Hours	TBC

Remuneration:

Salary	£6.25 per hour rising to £6.36 after initial probationary period completion
Bonus	YES. After qualifying period (3 months) Linked to individual and team performance of unit Productivity Effectiveness Customer positive feedback Paid 1 month retrospectively
Holidays	Paid 4 weeks pa and Bank Holidays
Review	YES. Per annum 1 st Jan 2012 next review
Notice period	2 weeks in writing

Reporting lines

Reporting to:	Partner / Supervisor
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Role & description

Purpose	To clean domestic and or commercial customers properties to a required standard as defined by the 'Maid 4 U' processes and procedures. Whilst making every effort to deliver a courteous and attentive service to all of maid 4 U's customers.
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<p>Key responsibilities</p>	<p>Cleaning</p> <p>To provide a good standard of quality cleaning service to customers of Maid 4 U</p> <p>To quality control check all areas previously cleaned during each visit</p> <p>To follow direction and instructions given regarding COSH & health & safety in order that risk is avoided to employees, customers and property belonging to either</p> <p>To ensure cleaning routines are followed and adhered to during all customer visits.</p> <p>To make recommendation to customers of enhancements and services provided by Maid 4 U or to seek advice from a supervisor or manager and recommend consultation</p> <p>To report issues of health & safety and to instigate risk avoidance processes and defined by Maid 4 U</p> <p>Dealing with customer queries</p> <p>Dealing with new customer enquiries (Face to face or by telephone)</p> <p>Recording details of potential customer complaints and adopting the recognised customer procedure</p>
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Knowledge and Skills

<p>Requirement</p>	<p>Good interpersonal skills when dealing with the public</p> <p>Ability to plan and prioritise effectively</p> <p>Works well under own initiative without constant supervision</p> <p>Shows initiative and willing to participate with opinions and ideas</p> <p>UK Driving licence (No endorsements preferred)</p>
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Career Development

<p>How far can you go....</p>	<p>Within such a young, and enthusiastic company, opportunities exist both in operational roles and admin based roles from 2012 onwards.</p> <p>Key roles identified for 2012 are;</p> <p>Contract supervisor</p> <p>Business development</p> <p>Training and development mgr</p> <p>Customer advisor / liaison</p>
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