

Terms of Reference for Guest House Caretaker

General Job Responsibility

The Guest House Caretaker is responsible for the overall management, maintenance, and smooth functioning of the guest house facilities. This includes overseeing the day-to-day operations of the guest house ensuring a comfortable and hospitable environment for guests and addressing any issues or concerns promptly.

Specific Responsibilities

Guest Services:

- 1) Welcome guests upon arrival and assist with check-in/check-out procedures.
- 2) Provide information about guest house facilities, services, and local attractions.
- 3) Handle guest inquiries, requests, and complaints courteously and efficiently.
- 4) Ensure guest rooms and common areas are clean, well-maintained, and properly stocked with amenities.

Facility Management:

- 1) Conduct regular inspections of guest house facilities to identify maintenance needs and safety hazards.
- 2) Maintain cleanliness and tidiness of the guest house, including guest rooms, common areas, corridors, and restrooms.
- 3) Clean and sanitize rooms regularly, change linens after every use, and ensure proper upkeep of all areas.
- 4) Regularly attend to the general surroundings of the guest house, including gardening, exterior cleaning, and overall aesthetic appeal of the facility.
- 5) Conduct regular inspections to identify maintenance and repair needs.
- 6) Address minor repairs and maintenance tasks promptly or coordinate with maintenance personnel to resolve any issues.
- 7) Monitor and maintain inventory of guest house supplies, including toiletries, linens, and kitchen essentials.
- 8) Ensure stock levels are maintained, and orders are placed on time to meet guest requirements.
- 9) Maintain a log book to record daily work engagement for integrity, transparency, and accountability.
- 10) Handle emergency situations, including fire alarms, medical emergencies, or other unforeseen events.

Administrative Duties:

- 1) Maintain accurate records of guest reservations, payments, and other relevant information using computerized systems or manual logs.
- 2) Maintain effective communication with the guest house in-charge management, and other staff members.

- 3) Report any significant incidents, issues, or guest feedback to the appropriate authorities.
- 4) Handle financial transactions, including collecting payments, issuing receipts, and managing petty cash.

Team Work:

- 1) Collaborate with other staff members, including housekeeping, maintenance, and administrative personnel, to ensure smooth and seamless operation of the guest house.
- 2) Foster a positive work environment based on teamwork, mutual respect, and open communication.
- 3) Ability to multitask and adjust to the changing demands of the work environment occasionally under stress and pressure.

Qualifications:

- 1) Class VIII passed with a preference for applicants with experience in hospitality management, facility maintenance, or a related field but not necessary.
- 2) Strong interpersonal and communication skills, with the ability to interact effectively with guests and staff members from diverse backgrounds.
- 3) Ability to use emails for basic correspondence with guests and college management for the provision of efficient services.
- 4) Good organizational and time-management abilities, with a keen attention to detail.
- 5) Basic proficiency in computer applications such as working with MS Word and Excel office suites.
- 6) Physical stamina and the ability to perform tasks that may require lifting, bending, and standing for extended periods.
- 7) Flexibility to work evenings, weekends, and holidays as required.

Reporting:

- 1) The Guest House Caretaker will work under the direct supervision of the College Administrative Officer and also report directly to the Administrative Officer of the College.

NOTE:

This Terms of Reference is considered dynamic, fluid, and flexible and may be subject to modification or revision at the discretion of the College Management to better align with institutional needs or changes in responsibilities that happen in the overall interest of the College and that contribute to the overall management of the services and upkeep of the Guest House facilities.