

## Cleaner

**Reporting too:** Management team / Pub Manager

**Your role: At a glance** *"To clean all areas of the pub thoroughly with the aim of enhancing the customer experience by having excellent standards of pub cleanliness"*

- To provide excellent customer service
- To be friendly, smiley and sociable
- To adhere to all Wetherspoon Standard Operating Procedures (SOPs) and Company Policies to maintain a clean, safe and legal workplace

The good news is, all the training we provide will teach you everything you need to know to succeed but there are a few **essential requirements** you'll need to start:

- Have PORTW in the country you will be based (UK or ROI)
- Have a bank account in the country you are based (UK or ROI) in your own name
- Be able to converse in English and to understand the language to complete training and other duties associated with your job role
- Have a fixed place of residence within reasonable travelling distance of your place of work
- Basic computer literacy

### **About you:**

- Demonstrate passion and enthusiasm in your role and show commitment to your pub and Wetherspoon
- Have exceptional time management skills and be able to prioritise tasks
- Have a strong work ethic and be self-motivated
- Have a friendly nature and excellent communication skills
- Be honest, trustworthy and respectful
- To be able to work unsupervised, and to remain calm when working in a high pressure environment

- Adhere to Wetherspoon appearance standards
- Receive regular feedback from the management team and achieve any actions agreed

### **A day in the life:**

- Work as a team throughout the business to achieve the company's mission statement. *"To have by far the best CQSMA standards in the pub world, to be the best company to work for and, by doing these things, to be the most profitable"*
- To deliver consistently high standards of Cleanliness, Quality, Service, Maintenance and Atmosphere. (CQSMA)
- To take pride in maintaining the highest standards of cleanliness in all areas of the pub, including back of house areas, external areas and all customer areas.
- By following our standard operating procedures (SOPs), complete daily, weekly and monthly cleaning tasks to the required standard.
- Report all maintenance issues (including any pest management issues) to the manager on duty.
- Monitor cleaning supplies and chemicals and order more with the manager when necessary.
- Always follow standard operating procedures when using chemicals or equipment.
- Always be welcoming to your customers - interact, say hello; and just as importantly say thank you and goodbye.
- Respond to any customer feedback in a positive and helpful manner, seeking support if required. Feedback all complaints to the management team.
- Carry out any reasonable task as requested by the management team or Wethercentre to meet the needs of the business.

**In order to keep your working environment safe, legal and comfortable, adhere to the following:**

- Standard Operating Procedures (SOPs)
- All aspects of licensing law, trading standards and customs and excise regulations
- All aspects of our health and safety policies
- Equality, Diversity and Inclusion Policy

### **Training and development**

- Complete the cleaners training programme including ongoing associated online training within the stated timeframes
- Actively attend and participate in regular team meetings and training sessions
- Generate and share amazing ideas for improvements within your pub and the company
- Work as a buddy to support and train new cleaners
- Embrace change within your pub and Wetherspoon
- Strive to achieve everything you can on the Wetherspoon Action Plan

### **Career Opportunities**

As a cleaner we are not expecting you to manage, motivate or lead the team however, if you would like to progress within Wetherspoon our **award winning training programme** offers you the skills and knowledge you will need to proceed and succeed. Speak to your Pub Manager about the opportunities available to you; they may include:

- Wetherspoon Apprenticeship Academy
- Cross training into a different role (bar/kitchen/hotel)
- Catering Academy
- Team Leader training programme
- Shift Leader Academy
- Management Academy
- People Management Academy
- Pub Manager Academy

**Learn new things, get recognised for your efforts and gain skills that will last for ever!**