

ROLE PROFILE

Caravan Sales Valet Team Member	
Reporting to:	Sales Admin Manager
Role purpose:	
To ensure cleanliness and presentation of newly-purchased caravans and lodges to new owners	
Responsibilities	
<ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Complete a thorough clean of the caravan • Remove and record any property left in the caravan by previous owner • Check inventory to ensure caravan contents are in good condition then report anything missing to Sales Admin Manager • Complete correct paperwork • Report any maintenance issues • Report any carpet stains that can't be cleaned by team member • All keys signed back at end of shift • Able to work alone 	

<p>Progression in role:</p> <p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • Personable with positive attitude • Strong interpersonal skills and demonstrates team spirit • Attention to detail • Reliable • Sense of humour • Works well under pressure • Takes a 'hands on' approach • Driving licence 	<p>Training for role</p> <p>Company orientation and induction Pass and key system General health and safety Fire safety Moving and handling Working at heights Risk assessments COSHH GDPR – E-Learning</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Works independently • Good knowledge of cleaning products • Daily cleaning schedule is achieved within timescales • Any owner feedback is acted upon accordingly • Overall cleaning standards are excellent 	<p>Diversity and Inclusion</p>

Advancing <ul style="list-style-type: none">• Able to train new team members• Has excellent park knowledge, including opening times etc.	
Excellence <ul style="list-style-type: none">• Actively takes on additional responsibilities• Self-motivated• Suggests ideas for improvement	
Key measures Owner survey Complaint ratio Sales Manager feedback	