Company Culture Handbook

Welcome

It's an exciting time for Nord Collection. As we continue to grow, we stay true to what we stand for - provide excellent service to our guests and keep our team happy and motivated.

We take pride in what we do and we want you to feel the same. As a flat organization, you can be assured that opinions and ideas will be welcomed and taken into account. We're continuously transforming the way we operate and can promise that your everyday at work will be an adventure.

We wouldn't get where we are today without our great team. You, together with the rest of our employees, are our greatest asset and we are looking very much forward to working with you!

Who we are

Not a conventional hotel operator.

Our concept is modern and our goal is to set new standards for automated hotel operations. We cut all unnecessary costs, so we can focus on making our service the best it can be.

Our guests are modern travelers who value freedom, autonomy and privacy. An easy and flexible self-check-in, a keyless lock system, prime locations, fully equipped kitchens and beautifully decorated apartments are among some of the features that make us stand out.

The bottom line is that we are innovative, creative, daring, motivated by challenges, and we want to surround ourselves with like-minded people.

Our journey

2018
Nord Collection is born
Managing more than 200 private apartments in Copenhagen through Airbnb from our small basement-based office.

2019
Getting our first apartment hotel
Rosenborg was our first hotel where we could bid hotel guests welcome. Soon after the opening, we opened the second hotel Nord.

2020
Becoming exclusively a hotel operator
After years of managing private apartments, we changed our business model and chose to focus solely on apartment hotels. This year we added another three to our portfolio in the shape of Aperon, Studio 1A and SleepCPH.

2021
Getting through COVID-19
While the rest of the hotel industry was experiencing the effects of COVID-19, we continued to grow and expand our business. More people were added to our team and we got a new visual identity.

2023
Now we are here
From 200 private apartments to 5 apartment hotels among 10 best ranked in Copenhagen. In a short span we grew from 4 to more than 25 employees, and our new focus areas is to create the best team who will support our vision and help us develop further.

We take fun seriously

Aperon Apartment Hotel

Exclusive hotel in the centre of Copenhagen with 29 apartments that can accommodate 3 or 4 guests. The size of the apartments varies between 30 sqm and 50 sqm.

The hotel is divided into two buildings, A and C, each with 3 floors. There is no elevator. There is a shared washing and luggage room (no washing machine and dryer inside the apartments).

The main storage with cleaning supplies and linen is in building C. In the same building, there is a very narrow "backup storage".

You can access all the doors with your personal remotlock code.

Rosenborg Apartment Hotel

Exclusive hotel in the centre of Copenhagen, just next to Aperon Hotel, with 15 spacious apartments that can accommodate between 5 and 8 guests. The size of the apartments is between 70 sqm and 115 sqm. There is an elevator that goes only to 4 apartments (12, 13, 14 and 15), the rest of the apartments are accessible by stairs. There is a shared washing and luggage room (no washing machine and dryer inside the apartments).

The main storage with cleaning supplies and linen is on the floor "0" and is accessible by elevator. When you get into the elevator, press your personal code to access the storage.
NOTICE: all other levels lead directly into the guest's apartments! Make sure that the apartment is empty before you access it.

In the washing/luggage room, there are 3 "backup storages". In the first one, you will find spare duvets, pillows among other items and a portable vacuum cleaner for cleaning common areas, as well as the textil cleaner. In the second one is extra kitchenware, hairdryer etc. In the third one heaters and coolers.
The doors must always be locked. There is a code on the handle you can access by entering code 1334. Remember to lock the door afterwards by pushing the "lock"-icon.

NORD Apartment Hotel

A very nice hotel located in a quiet neighbourhood on Amager. Consist of 19 apartments that can accommodate between 2 and 10 guests. The size of apartments is from 30 sqm to 125 sqm. The 11 smallest apartments are located on the ground floor and the bigger ones on the 1. and the 2. floor. There is no elevator in the building. Each apartment has a fully equipped kitchen, a washing machine and a dryer inside the apartments.

Luggage storage is shared with our other hotel SleepCPH, located in the building 200 m away.

The linen storage is in the black wooden shed on the right side of the building with a lock (code: 2323). You have to click the lock, like a pencil, for it to open. As the space is small, you will have to take out some of the cages by opening both doors in order to pack. When you are done packing, place the cages back in the correct way, creating space for as many cages inside the shed as possible.

NOTICE: Clean linen MUST NOT be left outside in the yard. It should always be put back in the shed. If there is not enough space for cages with dirty linen, take it to SleepCPH storage when possible.

The two other storages are on the other side of the building. When you get down the stairs, you will see 3 green doors. Behind the second door is the storage with cleaning products and amenities, and behind the 3rd door is the spare material (kitchenware, heaters, coolers, duvets, pillows etc.) (green door with the Rometlocks - use your personal code).

SleepCPH

This hotel is located 200 m, next to NORD Hotel Apartments. It consists of 41 rooms and 7 apartments. It has one floor and no elevator.Among the rooms, there are only 11 with a private bathroom and can accommodate 2 guests. The rest of the rooms share the bathrooms and toilets on the ground and 1st floor. There is a shared kitchen, laundry room and luggage storage. The rooms can accommodate between 1 and 4 guests.

The 7 apartments have a fully equipped kitchen, private bathroom and shared laundry room and luggage storage. They can accommodate 2 guests except one for 4 guests. The size of the apartments is between 35 sqm and 78 sqm.

There is one big storage on the ground floor with linen, cleaning supplies and a trolley that is used for the ground floor.

On the first floor, is a trolley with linen and cleaning supplies that is refilled up every night by the night shift.

STUDIO 1A

13 identical studio apartments on the ground floor. All with a fully equipped kitchen, large bathroom with a shower cabin and a combo washing machine/dryer.

They can accommodate 2 guests. The size is around 35 sqm.

The linen storage is further away, outside and around the building in the black shed. It's a small space, make sure to keep it tidy. The code is *147800*.

City Square Apartment Hotel

The hotel is located in the centre of Copenhagen. It consists of 7 spacious and beautifully decorated apartments, between 120 sqm and 140 sqm. They can accommodate 6 guests (including the sofa). There is an elevator in the building.

The linen storage is inside the building, on the ground floor, just next to the elevator. Usually, it is open but if not, the key is on the top of the box on the wall on the left side when facing the storage.

Besides the linen storage, there is backup storage in the basement. The access is from the backyard.

Your safety first.

Video Surveillance

There is video surveillance in common areas in all hotels, for our guests' and your safety.

Lock system on our properties

WHAT IS A REMOTE LOCK?
A keyless system that allows entering the apartment by using a code: You will have your personal code that you MUST NOT give or share with anyone. The guests are provided with a code that works only during their stay.

WHAT IS A BACKUP KEY SOLUTION?
Key box: small, metal box with a code where a physical key for each apartment can be found. If the Remote lock doesn't work (e.g. power outage, loss of internet connection etc.), the apartment can be opened with a physical key from the key box. The boxes are normally placed in the storage of every hotel or fixed to the wall next to the door of the apartment (STUDIO1A).

About our storage rooms

Storages - important part of your workplace

The storage area is used in our everyday work, therefore it is extremely important to keep them organized and tidy. The storage layout, cleaning supplies and material are the same in every hotel. This makes it easier for you to recognize and find the right products and materials.

There is a box for every product. The products must not be mixed among the boxes. Every box is labelled. Make sure to return the product in the correct box. Do not leave empty bottles around, throw them in the garbage.

About our storage rooms

→ There are 2 types of microfiber cloths, one is for the glass and another one for everything else. The clothes and mops are reusable and washed by the night shift. When you are done cleaning, **put them in the correct basket** and the night shift will wash and prepare them for the next day.

→ **Make sure to separate correctly** the garbage from microfiber cloths and mops, and dirty linen.
DO NOT mix it together, as the consequences can be big and expensive e.g. if you throw out the cloths and mops, we will need to buy more or if you mix the garbage with dirty linen, the company that washes the line will charge us 550 DKK per every item found in the linen.

→ **Nothing** can be exchanged between the storages of the hotels.

→ You can give to a guest extra amenities if he/she ask. If a guest asks for other extras e.g. furniture, pillows etc., consult with your responsible or reception.

→ The night shift is responsible for refilling the main storage with cleaning products. If it happens that something is running low, tag @na on Slack.

Systems and Apps

Most of our daily operations and processes are automated. Therefore, you will need to download the below-specified apps in order to see your tasks, communicate, request holidays or see, edit or correct your working hours.

1   Guesty

2   Slack

3   Sling

4   Plecto

Guesty

This is the app where you receive and see your tasks every day and other important information in regards.

The daily schedule is made by the system taking into account a workload, the number of employees working that day and the number of their working hours.

The tasks are automatically assigned by the system and checked by the housekeeping manager between 8am and 9am. The schedule is ready at 9 am when you can see your tasks for the day. You can always check your tasks for the next day but be aware that the schedule might change.

Language : You can change the language of the app in "Settings".

Press the sign in the bottom right corner (marked in yellow in the picture above). Then select the first option "My tasks" and you will see all your tasks for that day. In the title of every task, there is a number written. You should do your tasks by following these numbers starting from the number "1". TIP: You can sort the task by the title (numbers).

In each task you will see:

1. Planned duration - estimated time for doing the task

2. Time frame - time span in which the task must be done

3. Description - description of how the task should be done. For a more detailed description, follow the link to SOPs at the bottom of the description.

4. Number of beds in the apartment and number of guests checking in (also number of guests that have stayed in the apartment)

5. Checklist - the list of the things that should be done in that apartment during the cleaning. The checklist serves as a guide and reminder so nothing is forgotten. But also, when your supervisor is doing quality checkups, he/she will check the things from the list. So, you should tick off all the things from the checklist that you have done.

When you log in, this is what you will see:

In the top bar menu, you can see your upcoming tasks, too, by pressing "upcoming''. Keep in mind that these tasks are orientation and can be changed until 9 am the upcoming day.

How to start and end the task

When you open the task, in the upper right corner press "accept" and then "start". The task will start and run until you press "stop".
When you end the task, the status will change to "done" or "completed" and you will be able to see the actual time when the task started, the duration of the task and the time frame in which the task was done.

IMPORTANT:

If you are not done with the cleaning but you end your task, the guest that is checking in that day will receive an automatic message that his apartment is ready and he can check-in. His code will work from that moment onwards.

Otherwise, the guest's code works only from 2 PM, which is the standard check-in time in all our hotels.
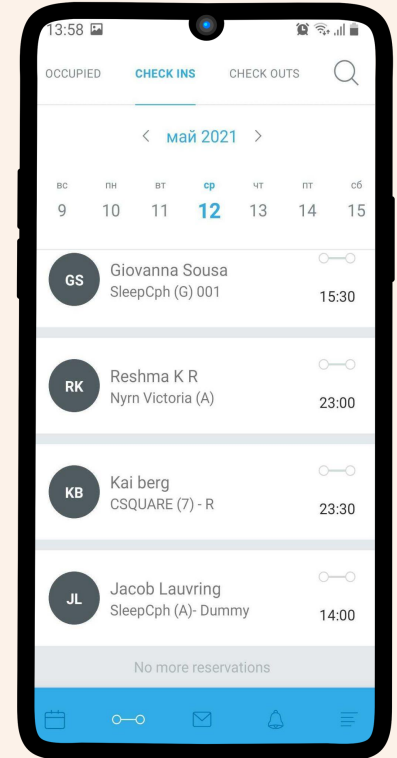
How to see future check-in/out ?
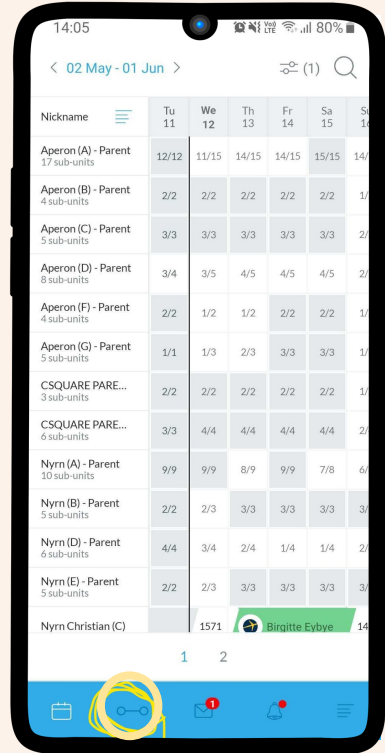
1

Open your Guesty app and press the symbol as shown below

2

This is what you will see:

Here you can choose the date to see upcoming check-in/out and estimated arrival/departure time (ETA or ETD).

Important

Cleaning task when "Must finish before" date is on the same day (usually the check-in time is also specified):

Meaning that the guest will be checking in that same day at that estimated time, therefore the apartment must be ready by the time the guest arrives. The standard check-in time is 2 pm. In some rare cases, it will not be possible for you to finish cleaning in time before the guest comes. In this case, apologise deeply when you meet the guest. In the storage of the hotels, we have chocolate and/or wine for these situations. You should take the chocolate or wine and bring it to the guest as our apology. This only applies if the cleaning cannot be done on time when we promised the guest.

Cleaning task when "Must finish before" date is in the future or not specified:

This means that the apartment should be cleaned that day, as the guest is checking out but another guest will check-in in the future. All apartments are always cleaned after every checkout.

Task title saying "Mid-stay cleaning"

This means that the guest paid for the cleaning during his stay. This type of cleaning is performed around the guest's belongings, and if it's needed to move something, it should be returned to the same place after the cleaning. The fridge should not be emptied and nothing should be thrown out that is not in the garbage bins.

Slack

Your manager is always available for a talk and guidance. Never hesitate to ask anything, we are here to help.

As most of our communication is done virtually, it is very important that you communicate the right way. The messages need to be clear and understandable.

You MUST be online, available and reachable AT ALL TIMES during your shift.

It is mandatory to complete your profile by uploading a photo (no avatars but filters allowed as long as we can recognize you in person :)), writing your position (e.g. Housekeeping Attendant) and a phone number to reach you in case the internet connection is not optimal.

Slack channels
When and how to use them ?

housekeeping and #hk-reception:

These are your main communication channels with your teammates and colleagues. All topics related to tasks, guests issues, questions, clarifications, and any general conversations with the rest of the team should be done here.

hk-maintenance:

This is where all of the maintenance issues along with the corresponding pictures of said issues should be posted so the reception team can make an MT if needed or the DK team can check if there's a quick fix that can be done.

NOTE: *Do not tag anyone.*

lost-and-found:

In this channel you will report any item that a guest left after checking out. You should state the hotel, apartment/room number and upload a photo of the lost item.

NOTE: *For more details read our Lost & Found SOP and policy.*

## Slack notifications - How it works and what to be aware of ?

During your shift you should always be available and reachable on Slack and your phone, as this is the only way we can reach you.

Slack notifications differs depending on if you are using an Android or IOS device. All phones, may it be Android or Apple IOS have their own snooze and notification settings. You should set them up so that sound, vibration and the screen turn on whenever you have a new notification works then you are all set!

IMPORTANT: Make sure that your notifications are not snoozed when you are on shift.

You can check this by going to the settings on your Slack Mobile Phone app by clicking the yellow circled button as shown in the picture.
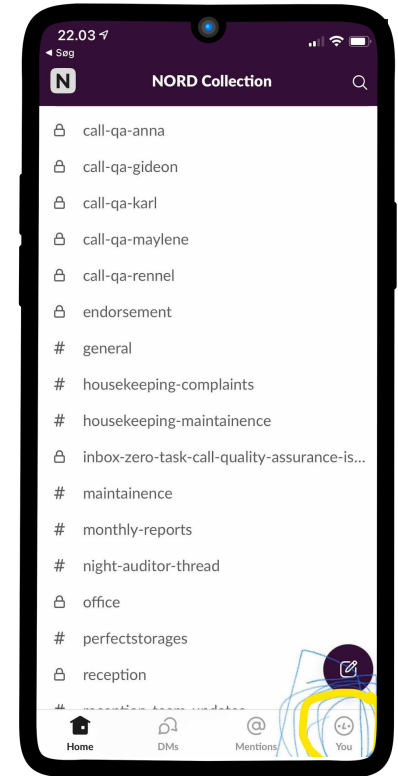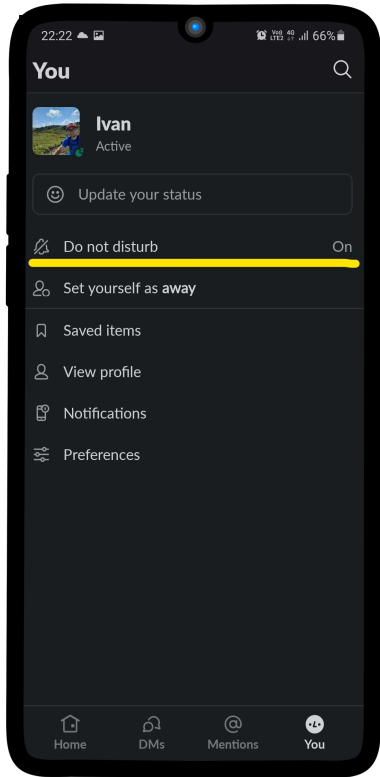
After pressing this, you will then see the settings available for your Slack Account as shown on the picture.

Please note that the "Do not disturb" on the example above is turned ON. This means that even if we Tag your name or send you a direct message in Slack, your phone won't show any notification and won't make a sound. This is bad especially when you are on shift since it may cause missed important information. To fix this issue, please select "Do not disturb" this will show you the following:
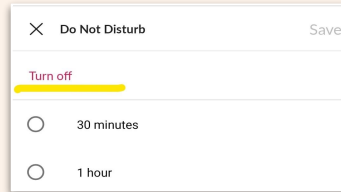
Please select "Turn off" to turn off the "Do not disturb" feature of your Slack App. This will make sure that you are notified whenever we message or tag you - while at work this has to be on.

Please also make sure that your settings inside the "Notification" are the same as the second picture below to be sure that you are getting notified more accurately.
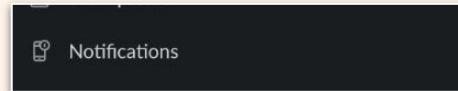
Sling

In this app, you can see when you are working, your day(s) off and request extra time/day off or holidays.

NOTICE: Before requesting the time off through Sling, you should talk to your manager.

When and how to use them ?

Additional time off

Extra time/day off must be requested through Sling at least 7 days in advance and after communicating it to your manager.

Fixed days off

It's our goal to provide you with enough working hours. Therefore, at least one fixed day off per week is mandatory. To change or request extra time off, you should talk to your manager before sending the request in Sling.

Holidays

Must be requested through Sling at least 8 weeks in advance and after communicating it to your manager.
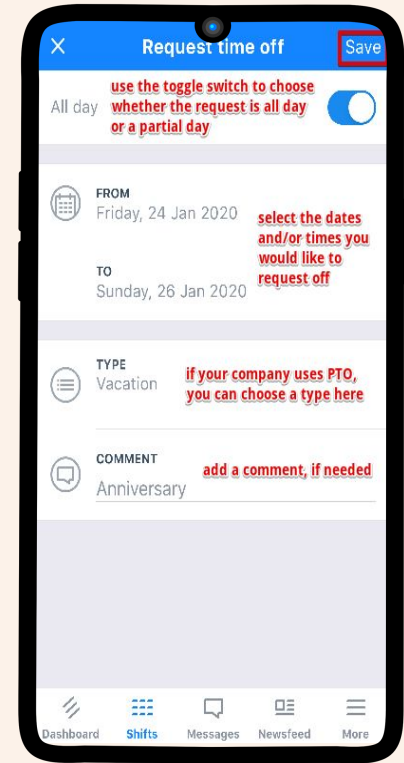
How to request time off ?
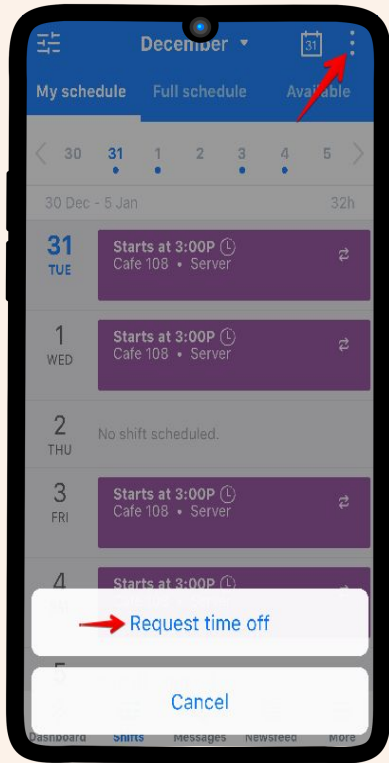
1

Tap the Shifts tab, then tap the options button at the top right and choose request time off.

2

On the next screen, enter the details for your request. When you're ready to submit it, tap Save at the top right.
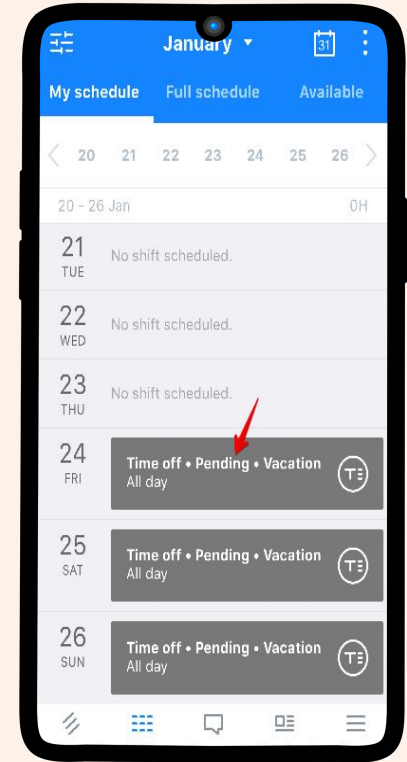
How to request time off ?

3

You will be returned to the main Shifts screen and a confirmation message will show across the bottom to let you know the request was submitted. Your manager will receive a notification of the request and can approve or deny it.
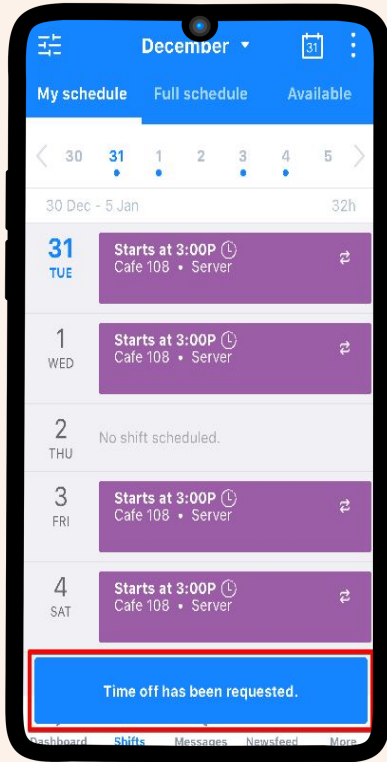
4

You can also review the details of your request along with its status on your shifts tab.

Once your manager reviews the request, you will get a notification of their decision, whether approved or denied.

Plecto

Plecto is software where you can get an overview of your completed tasks and working hours.

The data from Guesty is automatically exported to Plecto. As there can be errors in the systems it is recommended to review your tasks and times in Plecto regularly.

Also, in Plecto you can see how your performance is rated by your Supervisor/Manager (dashboard Housekeeping Overview) and the guests directly (dashboard Housekeeping Reviews).
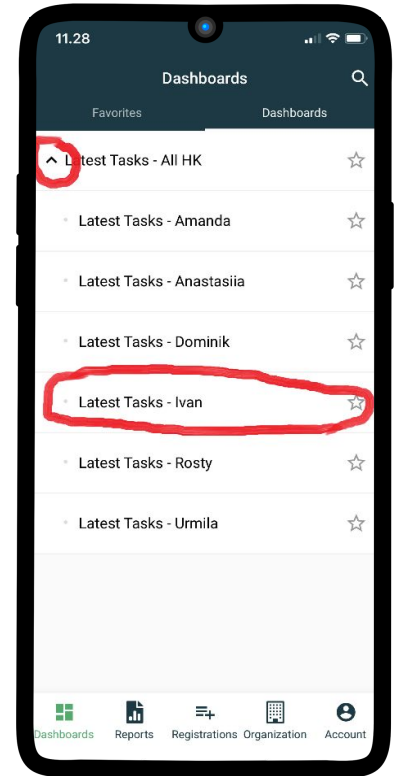
How to go to the dashboards ?

Here you will see "Latest Tasks – All HK" which shows the latest completed tasks for all housekeepers and you will see individual dashboards showing the latest tasks for each specific housekeeper. To show the individual dashboards please click the small arrow highlighted with red in the picture below.

Click on the star ☆ next to your individual dashboard to save it as your favourite and have easier access in the future.

→ Open your individual dashboard.

How to review the tasks ?

Turn your phone to a horizontal position to have a better overview of the tasks.

In the individual dashboard, you will on top see how many hours you have in the last 30 days and a list of tasks.

IMPORTANT: The wage period is another period meaning this number and current wage is not the same.

The tasks are sorted so that the latest completed tasks are on top.

You can scroll and drag the view from side to side if you can't see all columns at the same time which might depend on your phone.

Review the tasks and make sure everything is correct. Remember that you are paid for the Actual Duration, so it is important that this number is correct and is not too low or too high.

How to add corrections ?

If you find that a task is not showing the correct time you can request the correction.

1: Go to registrations.

Open the app or access Plecto from your computer.

If you are on the app then go to "Registrations" -> "Wage Corrections" -> "New".

If you are using a computer, you will see a registration box on the front page after you log in.

2: Fill out the form.

Fields that must be filled out correctly:

1. Task Date
2. Hotel
3. Time to be added or Time to be subtracted
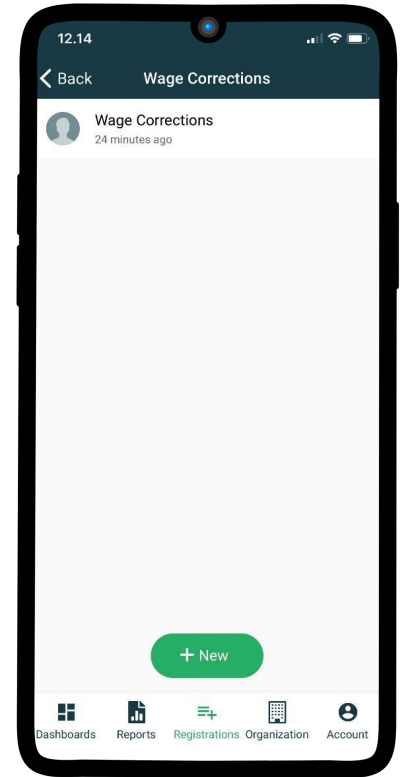
IMPORTANT: Set the correct "Task date" which will by default be the current date.

Click on the field "Task Date" -> Click on the date ("21 Apr 2021" on the first picture below) -> Select the correct date -> Click confirm.
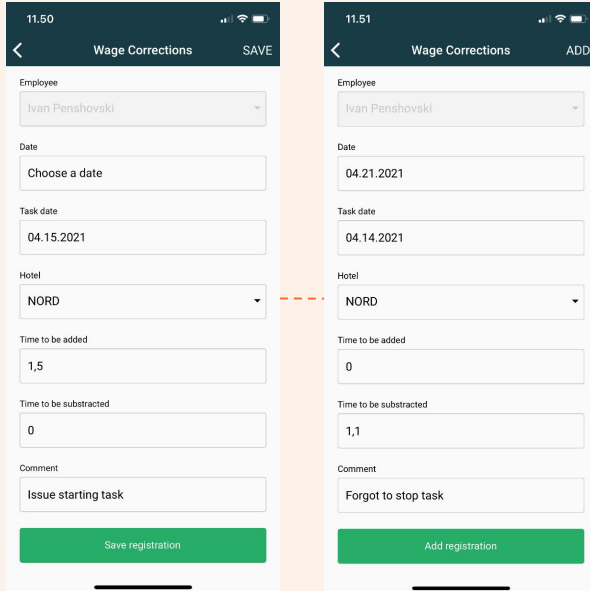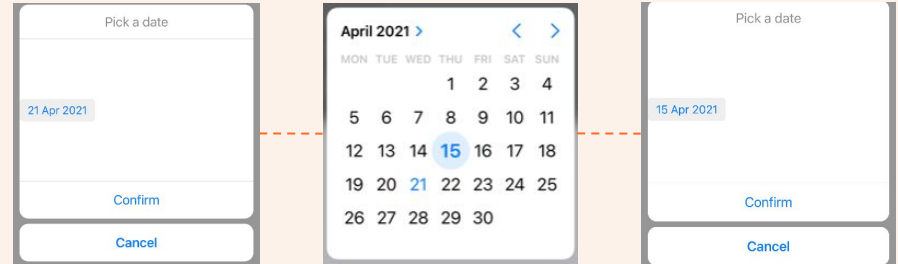
3: Correct time registration.

The time to be added or subtracted should be entered in either "Time to be added" or "Time to be subtracted".

The values should be entered as decimals. To get the minutes in decimal, divide the minute number by 60.

Example 9 min = 9 / 60 = 0,15

These are some examples of what hours and minutes will look like as decimals:

1 hour 30 min = 1,5

1 hour 15 min = 1,25

1 hour 10 min = 1,17

Click "Add registration" when finished.

Work Procedure.

A big part of our processes and daily operations are automated. Therefore, the scheduling, task assignment and time tracking are done by the system. If you look at your schedule and notice that something is not correct (e.g. the task is repeated, the time is not right etc.), report it to Reception immediately.

Starting time of your shift

Every morning after 9 am you can see your schedule and location where you will be working that day in Guesty.
Your shift starts at 10 am (if not agreed differently with your manager), therefore, you need to be on location and prepared by that time.

1. Cleaning of the apartments

Scheduled in accordance with the check out time. The standard check-out time in all our hotels is at 10 am, in SleepCPH at 11am. The guests can request a late checkout at 12 noon. If this is the case, it will be stated in the title of the task.

2. Cleaning of the common areas

Scheduled taking into account the priority of other tasks. These tasks can be scheduled by the system in the morning or afternoon. If it's scheduled in the morning, the task can be performed before 10 am but it is up to you to decide if you want to start early. In case you do, you must finish that task before your first scheduled apartment cleaning (10 am or 11 am in SleepCPH), to avoid any delays. In case you finish it a lot before your next task, you will have a gap in time that is not paid.

Ending time of your shift

If your day gets longer because of unpredictable events where you need to spend extra time on certain tasks, you should inform your manager.

Time tracking

Your salary is paid once per month and is based on the hours that you have worked during that month. Also, your work is measured and evaluated taking into account your average time spent per task and the quality delivered. Therefore, tracking your time correctly and accurately is essential.

The time is tracked by the task in the Guesty app and is saved in the system. Once the task is started/stopped the time in the system can't be altered. If you made a mistake and started a wrong task, forgot to start or end a task or ended the task before time, you must report it to Reception.

In the morning, when you insert the code and access the main gate of the hotel (or storage in case of Nord and Studio 1A), and are ready to start working, you should start your first task and start preparing and packing.
You must be in front of the apartment that you need to clean at the time stated in the task.
When done with the cleaning, go back to the storage, put the dirty linen away, unpack, and then end your task. After ending the task you should immediately start your next task in Guesty and start preparing and packing for the next cleaning.
The procedure of starting/ending the tasks is the same for all the tasks in all locations.

Time tracking

Types of tasks in Guesty
- "Cleaning" - task with this title is the main cleaning task and is scheduled after every checkout.
- "Additional-cleaning" - a task that contains these words in the title is scheduled periodically (weekly, bi-weekly, monthly etc.) and is linked to the main task "Cleaning".

If after the "Cleaning" task "Additional-cleaning" tasks are scheduled for that same apartment, you will start the "Cleaning" task and keep it running, while doing all the "Additional-cleaning" tasks. When done, end the "Cleaning" task. Then, start and immediately end all the "Additional-cleaning" tasks, so the time is 0 min.
This procedure applies to all apartments in all locations, always when possible.

IMPORTANT:
1. You can't run two tasks at the same time.
2. Guests with early check-ins (before 2 PM) on that same day will get an automatic message that their apartment/room is ready when you end that cleaning task.

Information

Moving between locations

If you have cleanings on two locations, your transportation time between locations is paid. When you end your last task on location 1, you start your first task on location 2. The time for that first task on location 2 will be the time estimated for the task plus your transportation time e.g.:

Aperon -> Nord

You finished your last task in Aperon and started the first task in Nord. The duration of this first task in Guesty is 50 min. When you reach Nord, the task has been running for 23 min. You have time left in the task plus 23 min on top (time that you have used for transportation).

Lunch break

If you are working 6+ hours shift, you are entitled to 30 min of unpaid lunch break that you can take after 2 pm, between the tasks always when it doesn't interfere with the check-in or urgent events.

Ending the shift

When leaving the location you must press your code on the main gate of the hotel or storage in the case of Nord and Studio 1A.

Productivity

Your productivity is evaluated by the **average** time spent per task, not the time per every individual task. Every task has an assigned time specified in Guesty.

This time is carefully calculated and estimated enough to perform the task delivering the highest quality. It was taken into account the time for packing and unpacking, size of the apartment, time for cleaning the kitchen, bathroom, making the beds, dusting and vacuuming and final overview, and the average number of nights.

As the condition in which the apartment will be left by the guests is unpredictable, the time may vary. Sometimes, the guest will leave the apartment untouched and sometimes it will be extremely dirty. Therefore, only the average time per task is taken into account, meaning that, if the apartment is clean, you will finish and end your task early and if it is extremely dirty, you will need to spend more time as estimated.

Productivity

NOTICE: In case you enter the apartment and see that it can't be done within the estimated time in Guesty, you need to document it with a few photos of the things that are dirty, broken or need more attention as soon as you notice it, at the beginning of the cleaning. You must upload the photos on the "housekeeping" channel in Slack, and confirm with the reception what is the best solution of the two following:

1. Spend extra time cleaning the apartment.
   This would be the first option if it won't create delays where the guest comes and the apartment is not ready.

2. Move onto your second task and Reception transfers the guest to another apartment. This is more complicated, as the guest might not receive new check-in info and enter a dirty apartment.

3. Send another housekeeper to help you.
   If any of the housekeepers are close by and available, they can go to help you to finish on time.

Cleaning standard and performance.

In Nord Collection we are committed to the highest cleaning standards. To achieve and maintain it, we provide clear SOPs*, guides and training to all our employees.

*SOP - (Standard Operating Procedures) is a set of step-by-step instructions compiled to help you carry out routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance while reducing miscommunication and failure.

NC standards

1. Cleanliness & sanitation

It is important to follow the SOPs and use correct products for specific areas like the kitchen and bathroom. Always disinfect the toilet completely, inside, outside, toilet seat and around the screws holding the toilet seat. Use a detailed brush for areas that are difficult to reach.

2. Orderliness & eye appeal

It is extremely important to pay attention to aesthetic details, as that is the only difference between good and the best.

E.g. Make the lamps next to the bed symmetrical, fold the cord of the iron and hairdryer nicely, centre the table under the ceiling lamp etc.

3. Safety - for both, you and the guests

Always wear gloves and other protective equipment when cleaning. Use the products as instructed (dilute with water if specified) and minimum amount in order to avoid unnecessary exposure. Use correct cleaning products and materials and follow the SOPs.

E.g.: Never use products for toilet disinfectant to clean the inside of the fridge, as the product might get in contact with the food and the guest could end up in the hospital. If this happens, the inspection will come to take the samples and we will end up with a huge fine, not to mention a bad reputation.

NC standards

4.   Guests' comfort

When cleaning and preparing the apartment for upcoming guests, always think of how you want your apartment/room to look and how you would like to be treated when you go on a holiday. Go the extra mile and do everything possible to make the guests feel good and comfortable.

5.   Maintenance tasks (MT tasks)

If you notice that something is damaged or broken while cleaning the apartment, the first step is to try to fix it yourself. This is the fastest way to ensure that the guest will check in the apartment that is in perfect condition. If the issue is more complex, then it must be reported to the Reception on Slack and through the channel "housekeeping-maintenance".
Use this format when writing a report:

1. Hotel: *(Hotel name)*
2. Where is the issue located: (*Number of the apartment/room or where exactly in the common area.*)
3. What is the issue: (*A brief explanation but as detailed as possible.*)
4. Attach a photo or/and video of the issue. *(A photo and/or video should complement the rest of the information but are not enough to stand alone.)*

NC standards

6. Guest relations

During your working hours, you are representing the company and your work and behaviour are reflecting the company's image, standard and quality. Be polite and always attend to the guest first. If the guest's request is unusual, before saying "no" consult with the reception.

Always try to attend to the issues and solve tasks fast, don't let the guests wait! It will happen that guests need your immediate attention and in these cases, the reception team needs to be able to reach you to let you know.

7. Workplace and material handling

The storage, cleaning material and other items used in your everyday work you are sharing with your colleagues. Therefore, it is very important to keep your work area clean and tidy. This affects the performance of the whole department.

The standards above must be met at all times.

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Quality Checkups

You can't expect what you don't inspect.

The HK manager performs Quality Checkups as often as possible.
Don't skip anything to save time if you know you need to do it, do it. The Quality Checks are rigorous and the reputation of the hotel is based on what effort you put in and the guests' comments at the end of their stay.

Your productivity and performance
In order to meet the standards and objectives of the HK department and hotels, the productivity and performance of each housekeeper are tracked and evaluated.

We strive toward a goal called "TRIPLE 0"
0 Complaints (including In-house complaints, Reviews and Quality Checkups)
0 Time waist (Productivity)
0 Errors (Performance)

On our regular weekly and monthly meetings, among other topics, we go through departmental and individual results and discuss improvement.

Do I have a pension?

You can join our collective pension agreement after 12 months of work. The pension is optional and you must notify your manager if you wish to have it. If you decide so, we will pay additional 4% of your salary to your pension every month. Your contribution of 2% is automatically deducted from your salary and reflected on your payslip. This is a minimum percentage that must be paid but you can increase it. When you join our pension agreement, you must book an appointment with a Velliv advisor who will explain you the benefits and assist you with the investment options. Book your appointment here:
https://www.booking.velliv.dk/startpage.aspx?code=online
Do not forget to bring the info from www.pensionsinfo.dk to the meeting.

If you wonder.

If you wonder.

Employee discount

We are offering all our employees a 30% discount when making a booking with us. Please contact your manager when this is needed.

When do I get the salary?

The salary period is counted from the 21st of the current till the 20th of the following month and the payment is transferred on the last working day of the month.

Reporting illness

What if I get sick?

It is not fun to get sick, but if it happens, this is how to report it:

1. Call your manager as soon as possible and no later than 2h before your shift starts. If your manager is unavailable, contact the next person in charge. Reporting sickness through messages is not considered valid.
2. Send an email to hr@nordcollection.dk as soon as possible and no later than one hour before the start of your shift on the first day of absence, indicating how long you anticipate being absent.
3. To confirm that you're ready to return to work, email your manager and hr@nordcollection.dk 24 hours in advance.

In the event of an absence exceeding 120 days within a 12-month period due to illness, we reserve the right to end employment with one month's notice.

We kindly ask that you comply with this provision as it is important part of your duties. However, failure to comply may result in not receiving the payment, and in some cases, termination without notice.

Welcome to the team.

We are excited
to have you aboard!