



Room Attendant / Housekeeper

Responsibilities for this Position:

- Provide 4 Diamond Service to all guests.
- This position is responsible for ensuring that all guest rooms are cleaned at the 4 Diamond Preferred Standards and for cleaning the guest rooms in an efficient and thorough manner.
- This position will also be responsible for monitoring all hotel rooms property to ensure any maintenance issues are reported, taking inventory of all guest rooms so that any lost or missing guest room items are immediately reported.

Essential Duties/ Job Requirements

- Must insure that all details of the guest rooms are held to 4 diamond Preferred Standards including but not limited to linens, towels, carpet, tile, walls, glass, appliances and furnishings.
- Must be able to work in a high paced environment without compromising attention to detail.
- Ability to clean effectively and efficiently 12 to 14 room's assignment board in a standard of 25/30 minutes per room.
- Must have the ability to learn and improve on the job to increase cleanliness and productivity.
- Must be able to walk / stand for extended periods.
- Must offer impeccable guest service.
- Must be able to assist guests with any challenges to create a positive and memorable experience.
- Possess exemplary behavior and guest interaction skills.
- Report all safety hazards and suspicious activities to Managers.
- Excellent organizational skills and time management.
- Impeccable attention to detail.
- Ability to work well with a team as well as work individually without constant supervision.
- Ability to multi-task in a very high paced environment.
- Must be flexible with changes in the work environment.
- Ability to remain calm and professional at all times.

Material and Equipment Directly Used:

- Cleaning chemicals
- Cleaning equipment
- Vacuum
- Carry-on

Education / Experience Requirements:

- High school degree or equivalent
- No prior experience or training required
- Previous experience in cleaning preferred

Physical Demands:

- While performing the duties of this job, the employee is regularly required to stand, use hands and fingers, reach with arms and hands to carry and lift items.
- Occasionally required to sit and climb or balance.
- Ability to kneel, bend repeatedly in an 8-hour period.
- Ability to walk for 5 to 6 hours in a row.
- Ability to lift and carry 50 pounds for 100 yards.
- Specific vision abilities are required by this job to include distant vision, close vision and peripheral vision.
- While performing the duties of this job, the employee may experience temperature fluctuations and moderate to high levels of noise.
- The employee will also be exposed to noxious and abrasive chemicals that must be handled properly to ensure the safety of the employee and others.

NOTE: This job description has been designed to indicate the general nature and level of work performed by employees within this job. It is not to be interpreted as a comprehensive inventory of all duties and responsibilities required of the designated employee.

This hotel operates seven (7) days a week, twenty four (24) hours a day. At times it may be necessary to move an associate from one shift to another, if business demands; this include but is not limited to, changing the number of hours worked to either exceed or decrease below forty (40) hours.