Job Description

Housekeeping Attendant

Department: Housekeeping
Reports to: Executive Housekeeper; Assistant Executive Housekeeper
Direct Reports: None
Effective Date: May 1, 2004
Revision Date: May 15, 2020

SUMMARY:

Responsible for thoroughly cleaning suites, replenishing guest amenities, linens, and other articles in suites in accordance with extended stay standards, cleaning and stocking Suite Attendant carts and linen/supply rooms.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide exceptional customer service to all hotel guests, making their stay as comfortable and accommodating as possible while achieving team and Brand goals.
- Perform quality assurance (QA) requirements for department.
- Rotate linen changing in accordance with extended stay schedule.
- Thoroughly clean assigned rooms, i.e., sweep, mop, vacuum, dust, clean commode, clean mirrors and windows, change linens, make beds, clean iron caddy and empty water from iron.
- Perform other general cleaning, i.e., vanity areas, coffee makers, etc.
- Maintain kitchen suite in accordance with extended stay standards.
- Check shower curtain for mildew, scum, and clean accordingly.
- Properly replace linen and guest amenities as needed.
- Clean and stock Suite Attendant carts and maintain in a presentable manner.
- Check for missing and/or damaged furniture, equipment, etc. and report it to the Head Housekeeper. Fill out and turn in work order to Head Housekeeper.
- Properly label lost and found articles and turn them in.
- Report maintenance problems in guest rooms immediately.
- Responsible for proper administration of key control for issued keys or keys left by guests in the suite.
- Maintain security for guests and property by keeping room doors locked at all times.
- Work in laundry area as necessary.
- Remain highly visible and be readily available for guests at all times.
- Take initiative to offer assistance or answer questions throughout the hotel.
- Willingness and ability to train new associates.
- Complete maintenance work orders and deliver to the supervisor in a timely manner.
- Thoroughly understand and implement the Brand service culture.
- Perform all shift checklist responsibilities.
- Support team members to ensure the team's entire workload is completed daily.

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- May be asked to operate a motor vehicle in the course of running errands for the hotel.
- Perform other duties as required.

SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

Education and/or Experience:

- High School diploma or GED preferred.
- No previous required, but preferred.

Knowledge, Skills and Abilities:

- Ability to maintain confidentiality of business and financial matters and information related to the property, owner(s), partners, guests, associates, etc.
- Good interpersonal skills. Ability to work in a courteous, tactful and patient manner with other associates, management, guests, vendors, suppliers, and other members of the general public conducting business with the property.
- Ability to communicate effectively.
- Ability to work in a fast-pace, high-energy and demanding work environment.
- Basic knowledge of hotel operations or ability to learn quickly.
- Ability to work as a team player with all levels of associates.
- Dedicated, hard-working, self-motivated.
- Practice safety standards at all times.
- Skilled in operation of tools and equipment listed below.
- **Complete knowledge of Emergency Equipment Manual, i.e., utility and water shutoff equipment, fire alarm system/panel and emergency procedures, etc.**

SPECIAL REQUIREMENTS:

- Prompt and regular attendance.
- Work flexible hours and/or overtime as required. The hotel operates 7 days a week, 24 hours a day. Department schedules must accommodate fluctuating business demands and associates may be asked to work shifts other than those they prefer or normally work and overtime as required.
- Comply with hotel and/or department uniform and professional behavior and appearance standards.

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- Carry out all reasonable requests by team leaders and managers and act as a team player with all levels of staff.
- Participate in all mandatory job training and meetings.
- Adhere to property policies and procedures, the Employee Handbook, and/or other property documents.
- Immediately report any suspicious activities by guests or others.

EQUIPMENT OPERATED:

- Vacuum cleaner
- Room Attendant/Suite Attendant cart
- Laundry chute
- Ozone Machine
- Rollaway bed; sofa bed; baby crib
- Dish washer
- Oven
- Refrigerator

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an associate to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

- While performing the duties of this job, the associate is occasionally required to sit; regularly use hands to handle, or feel objects, tools, or controls; and talk and hear.
- The associate is regularly required to stand, walk, and reach with hands and arms.
- The associate must frequently lift and/or move up to 30 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- The noise level in the work environment is usually moderate.
- Associate may be required to wear personal protective equipment (PPE) while performing certain duties.

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SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview; reference and other background checks, and job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. The job description does not constitute an employment agreement between the employer and associate and is subject to change by the employer as the needs of the employer and requirements of the job change.

Associate Signature: _____ Date: _____

Associate Name (printed): _____

(File signed job description in associate's Personnel File)

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