

JOB DESCRIPTION

DEPARTMENT: Housekeeping

POSITION: Room Attendant

JOB OVERVIEW:

Clean guest rooms as assigned, ensuring the hotel's established standards of cleanliness. Responsible for reporting any maintenance deficiencies and handling guest requests or complaints. Ensures the confidentiality and security of all guest rooms.

REPORTS TO: Floor Supervisor.

SUPERVISES:

WORK ENVIRONMENT:

Guest Rooms, Guest and Service Corridors, Housekeeping Office.

Job involves working:

- under variable temperature conditions (or extreme heat or cold).
- under variable noise levels.
- outdoors/indoors.
- around fumes and/or odor hazards.
- around dust and/or mite hazards.
- around chemicals.
- around bio-hazards.

KEY RELATIONSHIPS:

Internal: Executive Housekeeper, Assistant Manager, Floor Supervisors, Floor Attendants, Linen/Laundry Staff, Rooms Control, Engineering.

External: Hotel guests/visitors.

QUALIFICATIONS

Essential:

1. Fluency in English both verbal and non-verbal.
2. Ability to:
 - perform job functions with attention to detail, speed and accuracy.
 - prioritize and organize.
 - be a clear thinker, remaining calm and resolving problems using good judgement.
 - follow directions thoroughly.
 - understand guest's service needs.
 - work cohesively with co-workers as part of a team.
 - work with minimal supervision.
 - maintain confidentiality of guest information and pertinent hotel data.

Desirable:

1. High school graduate.
2. Fluency in second language, preferably _____.
3. Previous training in guest relations.
4. Previous experience in hospitality industry, preferably Housekeeping in a _____ market.
5. ___ years prior experience in cleaning hotel guest rooms.
6. Knowledge of proper chemical handling.

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PHYSICAL ABILITIES

Essential:

1. Exert physical effort in transporting _____ (____pounds) to _____.
2. Endure various physical movements throughout the work areas.
3. Reach ____ inches/feet.
4. Remain in stationary position for ____ minutes/hours throughout work shift.
5. Satisfactorily communicate with guests, management and co-workers to their understanding.

Desirable:

ESSENTIAL JOB FUNCTIONS

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive guest relations at all times.
5. Be familiar with all hotel services/features and local attractions/activities to respond to guest inquiries accurately.
6. Resolve guest complaints, ensuring guest satisfaction.
7. Monitor and maintain cleanliness, sanitation and organization of assigned work areas
8. Use correct cleaning chemicals for designated surfaces, according to OSHA regulations and hotel requirements.
9. Clean guest rooms by category priority.
10. Transport cart with cleaning supplies, amenities and linens to assigned guest room and position securely.
11. Service assigned guest rooms.
12. Empty trash containers and ashtrays.
13. Remove all dirty terry and replace with clean par to designated layout.
14. Remove soil, dirt, soap build-up and hair from bathroom mirrors, vanity, sink, toilet, shower walls, bathtub, shower curtain and floor.
15. Replace facial, toilet tissue and bathroom amenities in correct amount and location.
16. Inspect condition of bathrobes and replace soiled/damaged ones.
17. Remove dirty bed linen and make up bed with clean linen.
18. Replace laundry bags and slips.
19. Clean closets and door tracks on check-out rooms, removing dust and debris. Ensure correct amount and placement of hangers, extra blanket/pillow and luggage rack.
20. Dust and polish all furniture.
21. Realign furniture to floor plan.
22. Open all drawers/doors in check-out rooms and remove items left by guest. Dust inside.
23. Check under bed(s), chairs and sofa for debris and remove if present.
24. Inspect condition of all furniture for tears, rips or stains; report any damages to the supervisor.
25. Remove all dust, debris and foreign particles from upholstered furniture including crevices and under cushions.
26. Dust pictures, frames and mirrors.
27. Remove dust and debris on television, VCR, clock radio, remote control and cable box.
28. Set correct time on clock; correct TV channel; correct movie rental insert.
29. Clean all lamps and light switches; check for proper working order.
30. Remove dust, spots and smears from windows, ledges and frames.
31. Remove dust, grease and smears from telephones and reposition properly.

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32. Empty liquid from ice bucket and wipe all surfaces dry.
33. Remove dust, smudges and spills from mini bar; ensure it is plugged in and securely locked.
34. Remove dust on drapes weekly and realign to correct position daily.
35. Inspect condition of amenities in desk, drawers and guest service directory; replace designated amounts at proper locations within the room.
36. Remove trash, debris and cobwebs from balcony/patio.
37. Inspect condition of planters and plants; remove debris.
38. Remove dust, dirt, marks and fingerprints from entrance door(s).
39. Ensure presence of fire safety, rate cards and DND sign. Inspect condition and replace as needed.
40. Remove dust, dirt and smudges from A/C unit, vents, grids and thermostat. Set thermostat to degrees.
41. Remove dust, stains and marks from all baseboards, ledges and corners.
42. Vacuum carpet in guest room.
43. Spray room with deodorizer.
44. Update status of rooms cleaned on assignment sheet.
45. Return and restock cart at end of shift.
46. Empty vacuum bag and wipe vacuum clean.
47. Ensure security of any assigned guest room keys.
48. Report any damages or maintenance problems to the Supervisor.
49. Turn over any lost and found items from guest rooms to the Supervisor.

SECONDARY JOB FUNCTIONS

1. Make up cribs and rollaway beds.
2. Re-hang and refold guest clothing.
3. Stock cleaning supply caddies.

STANDARD SPECIFICATIONS

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.