

Title: Room Attendant
Department: Housekeeping
Supervisor: Executive Housekeeper, Assistant Executive Housekeeper

OBJECTIVE

Cleans hotel guest rooms, meeting rooms, and/or other assigned areas in a timely, organized and efficient manner to ensure guest satisfaction.

PRIMARY RESPONSIBILITIES

- Cleans and services assigned guest rooms in a timely and organized manner according to procedures and standards; cleaning includes but is not limited to making beds, dusting, vacuuming, sweeping and cleaning bathrooms;
- Notifies supervisor when service is complete so rooms may be sold or occupied;
- Checks and secures guest rooms;
- Reports needed repairs or unsafe conditions to supervisor;
- Responds to housekeeping requests from guests, management or other hotel personnel in a timely and efficient manner;
- Keeps storage rooms locked and orderly;
- Accurately records linen usage in guest rooms;
- Maintains and stocks linen cart in a neat and organized manner, according to standards;
- Maintains security of equipment, keys and supplies issued each day;
- Reports lost and found articles to supervisor;
- Treats all fellow employees and guests with dignity and respect.

RELATIONSHIPS

Internal: Maintenance - to report needed repairs.
Front Desk - to verify occupied/unoccupied status of rooms.
Executive / Assistant Housekeeper - to receive instruction and daily room assignments.

External: Hotel Guests - to provide service.

QUALIFICATIONS

Education / Experience: Basic reading, writing and math skills; No experience necessary.

Skills: Organizational skills.
Attention to detail.
Speaks, reads and writes English clearly.

PHYSICAL / COGNITIVE ACTIVITIES

Since cleaning is the major responsibility of this position, Room Attendants spend a significant portion of their workday involved with the following: unlocking, opening, bending, stooping, pushing, pulling, and lifting.

The vast majority of the time is spent moving about the property in order to clean guest rooms, and this is usually accomplished by walking, oftentimes up and down stairs. Communication skills are necessary some of the time in order to interact with hotel guests or staff. English must be understood and spoken clearly.

The ability to read and write in English is needed to record daily guest room inventories, review written instructions and to note maintenance requests.

In addition to operating a vacuum cleaner, Room Attendants typically lift and pull items weighing as much as 25 pounds.

The preceding job description outlines the primary duties, responsibilities and requirements of the Room Attendant position. The full scope of the position includes, but is not limited to, the described job tasks and expectations.