

TITLE: HOUSE ATTENDANT

Job Description: Assure cleanliness of guest floor corridors as assigned, foyers, and stairwells, complete daily check list of duties, and assist room attendants, following company and brand standards, to ensure high standards of cleanliness and guest satisfaction. Also responsible for the transporting of owner belongings and basic organization of the items.

ESSENTIAL FUNCTIONS

HOUSEKEEPING

- Basic knowledge of how to solve room care equipment problems and/or who to contact for resolution.
- Houseman maintains and relays all appropriate communication has been communicated to the guest room attendants and his/her direct supervisor.
- Answer all guest pages within 5 minutes and deliver messages to room attendants quickly.
- Identify maintenance issues and communicate them to maintenance.
- Knowledge of stain removal and chemical cleaning agents, and operation of different types of equipment.
- Stock linen closets with amenities ad supplies for room attendants, including taking supplies to room attendants.
- Empty carts of soiled linen and trash and separating the soiled linen into the appropriate bins in the laundry room.
- Bringing the trash out to the compactor when the garbage bins are full and at the end of each shift.
- Clean and remove spots from corridor walls and doors. Polish and clean mirror, and elevator doors.
- Monitor and clean public areas as assigned including the fitness center, business center, banquet area and meeting space.
- Vacuum, sweep, and/or mop hallways, stairwells, and foyers.
- Flip mattresses and move furniture as assigned by supervisor.
- Complete job specific checklist on a daily basis.
- Operate all equipment in correct and safe manner. Able to push and/or pull equipment weighing up to 100 pounds.

TECHNICAL SKILLS

- Be Familiar with Standard Operating Procedures.
- Able to lift, bend, stoop, walk, push or pull heavy equipment and stand for extended periods of time. Lifting may include equipment or furniture weighing 80+ pounds.
- Ability to work independently with minimum supervision.
- Ability to communicate effectively both written and verbal, with associates and guests.
- Individuals must be service and detail oriented.

- Must comply with all department, hotel, and corporate standard operating procedures.
- Responsible for knowing Hotel emergency procedures.

GUEST RELATIONS

- Be readily available and approachable for all guests.
- Take proactive approaches when dealing with guest concerns.
- Extend professionalism and courtesy to guests at all times.
- Greet guests in public areas of hotel.

OTHER REQUIREMENTS

In addition to performance of the essential functions, this position may be required to perform a combination of supportive functions, determined by the GM:

- The hotel operates 7 days a week, 24 hours a day. Schedules must accommodate fluctuating business demands and associates may be asked to work shifts other than those they prefer or normally work.
- Carry out all reasonable requests by leadership team.
- Comply with department uniform and appearance standards.

I have read and accept the responsibilities described in the above job.

Associate Name: _____

Associate Signature: _____

Date: _____