

TITLE: LAUNDRY ATTENDANT

Job Description Laundry Attendant's contribute to the hotel's commitment to high quality guest service and team work and one who appreciates high standards of excellence. The position is responsible for processing hotel and guest laundry and for helping to achieve ongoing guest satisfaction and team goals. Laundry Attendants are responsible for pressing, sorting, washing, drying, folding and mending all linens and towels, & draperies in suites.

ESSENTIAL FUNCTIONS

LAUNDRY

- Wash, dry and fold all hotel linen and towels.
- Monitor chemical levels for the washer every morning before starting the machines.
- Properly use all soaps chemicals and equipment for cleaning linen and towels.
- Clean laundry equipment, vent screens, and drain traps and lint filters.
- Maintain and rotate a supply of clean linen and towels.
- Assist Executive Housekeeper in linen and towel inventory twice a year spring & fall.
- Maintain the linen discard log on a daily or weekly basis.
- Keep the laundry room and employee bathroom clean and organized by wiping all machines down and sweeping, vacuuming and mopping the entire floor. Vacuum the rug in front of the iron, empty all trash cans.
- Expedite the linen that is needed by the guest room attendants so it is rotated into the washer & dryers in a timely manner so suites are completed and guest are happy.
- Clean suites when needed or as requested by management if needed.
- Accommodate guest special requests courteously.
- Answer guest questions regarding hotel and local area facilities and services.
- Notify Executive Housekeeper of any problems with linen.
- Answer the housekeeping department telephone and retrieve any messages including other employee or guest request.
- Carry out a reasonable request by management that you are capable of performing.
- Share the workload equally among co-workers by rotating laundry stations.

TECHNICAL SKILLS

- Be Familiar with frequently used Standard Operating Procedures.
- Ability to work independently with minimum supervision.
- Ability to communicate effectively both written and verbal.
- Individual must possess a good work history and stability.
- Willingness to respond to emergency situations on short notice.
- 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/ approachable for all guests.
- Take proactive approaches when dealing with guest concerns. Extend professionalism and courtesy to guests and co-workers at all times.

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: _____