

TITLE: PUBLIC SPACE ATTENDANT

Job Description: Assure cleanliness of all public spaces, complete daily check list of duties, following company and brand standards, to ensure high standards of cleanliness and guest satisfaction.

ESSENTIAL FUNCTIONS

HOUSEKEEPING

- Basic knowledge of how to solve room care equipment problems and/or who to contact for resolution.
- Answer all guest pages within 5 minutes and deliver items to guests quickly.
- Identify maintenance issues and communicate them to maintenance.
- Knowledge of stain removal and chemical cleaning agents, and operation of different types of equipment.
- 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 and restrooms as assigned including the fitness center, business center, banquet area and meeting space.
- Vacuum, sweep, and/or mop hallways, stairwells, and foyers.
- 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.
- Assist in other areas of the Housekeeping Department as needed.

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: _____