

**TITLE: TURNDOWN ATTENDANT**

**Job Description:** Clean and stock guest rooms, following company and brand standards, to contribute to the hotels commitment to high quality guest service through teamwork and high standards of excellence of cleanliness and guest satisfaction.

**ESSENTIAL FUNCTIONS**

**HOUSEKEEPING**

- Clean bathtub, showers, toilet, sink, walls, mirrors, tiles, counters, and floor surfaces using cloths, mops, sponges, brushes, and/or cleaning agents by extending arms over head, bending and stooping. Clean rooms according to property specific and system standards.
- Strip and make beds, change the linens (may require lifting bedspreads weighing a maximum of 50 pounds).
- Dust all furniture, pictures, drawers, window ledges, and shelves door frames, vents thoroughly.
- Push and pull vacuum throughout entire room if needed.
- Empty trash.
- Ensuring all lights and lamps are in working order and appointed lights turned on.
- Washing the suites windows and patio doors
- Wash dishes
- Folding of guest clothes.
- Replenish amenities, linens, and supplies in guest room.
- Resetting the porch furniture and sweeping down
- Report any maintenance issues through the Big Foot System on computer.
- Responsible for keys and equipment used.
- Visually inspect room for cleanliness and appearance; signify completion for room.
- Able to perform all housekeeping associate duties as outlined in the training program and property specific checklists.
- Operate all equipment in correct and safe manner. Able to push and/or pull equipment weighing up to 100 pounds.
- Able to communicate effectively with other associates, as well as guests.
- Able to follow instructions, directions, and meet deadlines, including the thorough cleaning of a minimum 15 rooms as specified by management.
- Responsible for the cleaning of the Spa treatments rooms, ladies & men's sanctuaries, common areas, front desk area, nail & hair salon.
- Also responsible for public areas during the evening bathroom checks etc.

**TECHNICAL SKILLS**

- Be Familiar with 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 and approachable for all guests.
- Take proactive approaches when dealing with guest concerns. Follow property specific second effort and recovery plan.
- 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: \_\_\_\_\_