



JOB TITLE Housekeeping Attendant

EMPLOYMENT CLASSIFICATION Non-Exempt

LOCATION TOURISTS Hotel

Reporting Relationship

Reports Directly to: Housekeeping Supervisor

Collaborates with: Front Desk Agent,
Maintenance Technicians, and Room Service

Indirectly Reports to: Maintenance Manager
and Director of Operations

Job Description Summary

TOURISTS' goal in all positions is to exceed the expectations of our guests. The Housekeeping Attendant contributes to that experience by providing service that includes, but is not limited to, the cleaning, restocking and general upkeep of the guest rooms, common areas of property and offices, in addition to the laundry program.

This is a very visible position. TOURISTS staff are expected to greet all guests in close proximity and make each feel important by providing a genuine welcome. The Housekeeping Attendant will maintain the company's culture, values and reputation in the public eye, and with all staff, guests, vendors and partners.

Based upon fluctuating demands of the operation, it may be necessary to perform a multitude of different functions not specifically related to this position. The Housekeeping Attendant is expected to perform other tasks and duties as needed or as directed. Furthermore, employee responsibilities and job descriptions are subject to review and revision.

Essential Functions and Accountabilities

1. Housekeeping Operations

- Maintain accountability for Housekeeping procedures, including cleaning, inventory/restocking, and laundry
- Maintain Inventory Tracking system for all Housekeeping Items (linens, room amenities, cleaning supplies) incorporating cohesive damage product tracking
- Update and maintain all Housekeeping logs and checklists
- Monitor guest rooms, laundry room and other guest areas for maintenance needs and communicate with Maintenance Staff on Work Orders
- Communicate timely and effectively with Front Desk on guest room status

2. Quality Standards and Improvements

- Execute production, productivity, quality, and guest- service standards;
- Utilize guest name recognition as frequently as possible
- Resolve guest complaints regarding property operations

3. Safety and Regulatory Compliance

- Comply with health, Safety and fire regulations
 - Ensure timely reporting of all safety infractions and injury incidents
 - Maintain a high level of cleanliness and safety in the work area
 - Ensure that all equipment is maintained in good, safe working condition
 - Maintain an increased awareness of safety issues throughout the property
- Keep abreast of safety and emergency procedures and OSHA requirements and execute on staff training

Personal Performance Standards

- Ensure open lines of communication with all departments and upper management at all times via radio, email, log books, meetings, etc., to ensure all needs of the hotel are met
- Attend all relevant meetings
- Comply with all Company policies and procedures
- Create a respectful and safe work environment
- Maintain on-going professional development

Work Related Experience

Minimum of one (1) years housekeeping experience or similar experience. Hotel or relevant experience is preferred.

Education

High School diploma or General Education Degree (GED). College Degree preferred.

Certificates/Licenses

Certificates, licenses, and/or identification cards as required by the U.S. Department of Justice to verify employment eligibility.

Security/Confidentiality

Maintain an increased awareness of safety issues. Ensure all security and confidentiality policies and procedures are observed in areas such as computer security, keys, locks, inventory, property, guest and employee information.

Performance Standards

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals
- Ability to comply with housekeeping guidelines for cleanliness and appearance of guest rooms, general common areas, and standards for completion of tasks including but not limited to "turn times" and thoroughness

- Ability to speak effectively before groups of co-workers and guests

Working Conditions/Environment

1. The noise level in the work environment is usually moderate
 2. The person in this position may have to lift up to 50 pounds on a daily basis. Any lift over 50 lbs is deemed a two-person lift.
 3. The person having this position may have to sit for one (1) hour, stand and/or walk, push, kneel, bend, balance, squat, reach and stretch for eight (8) hours per day
 4. The position does require movement between locations on property exposing the individual to variable climate conditions as well as movement in and out of kitchen facilities.
 5. The work environment characteristics described herein are representative of those an employee typically encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
-