

Job Description

Title: ROOM ATTENDANT

Reports to: Housekeeping Supervisor

Summary of Position:

Clean guest rooms as assigned ensuring the hotel's established standards of cleanliness. Responsible for reporting any maintenance deficiencies and handling guest's requests or complaints. Ensure the confidentiality and security of all guest rooms.

Duties & Responsibilities:

- Use correct cleaning chemicals for designated surfaces, according to OSHA regulations and hotel requirements.
- Clean assigned guest rooms by priority.
- Transport cart with cleaning supplies, amenities and linens to assigned guest room and position securely.
- Empty trash containers and recycling bins.
- Remove all dirty terry and replace with clean per to designated layout.
- Remove soil, dirt, soap build-up and hair from bathroom mirrors, vanity, sink, toilet, shower walls, bathtub, shower curtain and floor.
- Replace dirty bed linen and make up bed with clean linen.
- Replace laundry bags and slips.
- Clean closets and door tracks on check-out rooms, removing dust and debris. Ensure correct amount and placement of hangers, extra blanket/pillow and other amenities.
- Dust and polish all furniture, pictures, frames, mirrors, light bulbs and switches, TV and remote, as well as cable box.
- Realign furniture to floor plan.
- Open all drawers/doors in check-out rooms and remove items left by guest. Dust inside.
- Check under bed(s), chairs and sofa for debris and remove if present.
- Inspect condition of all furniture for tears, rips or stains; report any damages to maintenance.
- Remove dust, spots and smears from all doors, drapes, windows, ledges, frames, baseboards, AC unit, corners and telephones.
- Inspect condition of amenities in desk, drawers and guest service directory, replace designates amounts at proper locations in room.
- Ensure presence of fire safety, rate cards and DND sign. Inspect condition and replace as needed.
- Vacuum throughout entire room and spray room with deodorizer.
- Update status of rooms cleaned on assignment sheet.
- Return and restock cart at end of shift as well as empty vacuum bag and wipe vacuum clean.

- Ensure security of any assigned guest room keys and turn over any lost and found items from guest rooms to supervisor.
- Clean and replenish the coffee maker set.
- Handle guest complaints, ensuring guest satisfaction.
- Report any damages or maintenance problems to your supervisor.
- Knowledgeable of hotel fire and emergency procedures.
- Adhere to Lost and Found policy including key control.
- Successful completion of the training process.
- Other essential room cleaning duties as operations change in the future.
- Make up cribs and rollaway beds.
- Stock cleaning supply closets.

Qualifications:

- At least 6 months experience in a similar capacity.
- Be able to work in a standing position for long periods of time (up to 5 hours).
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision.
- Ability to satisfactorily communicate in English (speak, read, write) with guests, co-workers and management to their understanding.
- Ability to exert physical effort consistent with cleaning an industry standard number of rooms per shift (approximately 14-16 standard rooms).
- Ability to grasp, bend, and stoop; push or pull heavy loads weighing up to 75 lbs.
- Knowledge of proper chemical handling.
- Punctuality and regular and reliable attendance.
- Honesty and Integrity

By signing this document, I acknowledge that I fully understand my job duties and will carry them out as assigned.

Print Name: _____

Signature: _____ Date _____