



Position Title: **Room Attendant**

Department: Housekeeping

FLSA Status: Non Exempt

Reports To: Housekeeping Manager

***POSITION SUMMARY:***

Clean guest rooms and/or suites in a timely and thorough manner to ensure total guest satisfaction.

***ESSENTIAL FUNCTIONS:***

- Clean and service assigned rooms or areas according to established standards and procedures including making beds, dusting, vacuuming, cleaning and sanitizing bathrooms, removing trash, etc. May include cleaning of kitchen area, room refrigerator, coffee maker, cups, glasses, silverware, etc.
- Notify supervisor when service is complete so rooms may be sold or occupied. Report any room unable to be serviced to supervisor according to established procedures.
- Report to supervisor needed repairs or unsafe conditions.
- Respond to guest complaints, special requests and ensure corrective action is taken to achieve complete guest satisfaction.
- Monitor and control supplies and amenities, and minimize waste within all areas of housekeeping.
- Follow established guidelines for recycling program.
- Report, turn in, and/or log all lost and found items according to established procedures.
- Promote teamwork and quality service through daily communication and coordination with other departments.
- May regularly assist with deep cleaning projects.
- May have turndown duties.
- Interact with all team members in a professional and courteous manner.
- Attend all employee meetings unless excused in advance.
- Be knowledgeable of hotel property, amenities, promotions and activities.
- Adhere to uniform policy as assigned to position.
- Other duties may be assigned.

***SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:***

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

Education:

- High school diploma or equivalent.

Experience:

- Previous experience as a Room Attendant preferred but not required.

Other:

- Requires the ability to work a flexible schedule, including days, nights, weekends and holidays.

This job requires ability to perform the following:

- Ability to walk, stand and/or bend continuously to perform essential job functions.
- Ability to lift up to 50 pounds and lift lighter objects overhead. Ability to push and/ or pull approximately 200 pounds.
- Ability to frequently handle objects and equipment to maintain the facility.