

Job Description

Housekeeper/Laundry

Primary Responsibilities:

- Create a outstanding guest experience by remembering that to do so it delivers this company's primary product to its customers.
- Assure outstanding staff experiences by treating co-workers and their work environment with respect
- Use accepted business practices by achieving standards as provided by your supervisors, the owners and our guests
- Contribute to the long term success of this business by performing the tasks that lead to profitability
- Prepare guestrooms and public areas for use by our guests

Responsible to the following people:

Head Housekeeper

Assistant General Manager

General Manager

Owners of the hotel

Other responsibilities and job duties are as follows:

- Report to work on time, well groomed, in uniform, with nametag, ready to work and wearing a smile
- Provide assistance and courtesy as needed to the guest and staff requests, reinforcing the policy of clean, friendly, comfortable accommodations
- Meet all passing guests with a sincere smile and greeting
- Keep noise to a minimum throughout the hotel and in areas at the back of the house
- Observes business practices that foster guest satisfaction
- Observe strictly all safety and security policies or practices that impact the welfare of guests, staff, reinforcing the hotels policy of clean, friendly, comfortable and safe accommodations
- Observe strictly the lodges Key control procedures
- Report suspicious activity to supervisor
- Take pictures of damage or any suspicious activity whenever possible
- Report safety hazards when observed
- Ask questions when in doubt about a situation, policy or procedure

General:

- Perform other duties as assigned
- Be responsible for condition of vacuum cleaners and other essential housekeeping equipment
- Refill cleaning chemicals as directed
- Strip guestrooms of all dirty linen, bedding and other debris
- Clean and prepare guestrooms and public areas for guest use
- Transport trash to the dumpsters as needed
- Report and document items left behind by departing guest
- Perform job duties efficiently and within labor guideline as provided by supervisors
- Prepare the hotel for guest use, including but not limited to;
 - Perform the duties of a housekeeper or laundry attendant as needed
 - Administer periodic “deep cleaning” of guest rooms and public areas of the hotel
 - Keep housekeeping areas clean, uncluttered and free of debris

Specific Tasks:

- Clean thoroughly an average of as many as 11-15 or more guestrooms per shift
- Maintain accountability for paperwork performed during assigned shifts
- Complete paperwork legibly, thoroughly and accurately
- Clean under bed and furniture
- Remove soiled bed and bath linens from the guest rooms
- Transport linens to and from the guest rooms and laundry room
- Transport linens to storage areas
- Empty all trash containers
- Make up beds with fresh linens, blankets, spreads and pillows as required
- Dust or wash; furniture, equipment, windows, windowsills, light fixtures, telephones, picture frames, doors, door and window trim, baseboards and other items in the guestroom as directed by supervisor
- Assist in the coordination of housekeeping, maintenance, and laundry activities
- Wash interior and exterior of windows
- Perform minor maintenance tasks
- Report and document any maintenance and safety concerns
- Clean and prepare cribs and rollaway beds for storage or use
- Prepare for arrival of guests with Pets
- Clean interior common areas
- Pickup interior litter empty common trash containers
- Vacuum/sweep hallways, stairways and other public areas
- Participate in the “deep cleaning” process
- Wash or replace filters or knobs on HVAC units
- Check telephones and Televisions, alarm clocks for proper operation
- Replace various consumable items in the guest rooms

Essential Equipment Skills that are required

- Property Management System (computer)
- Calculator
- Housekeeping cart
- Fire Alarm System
- Fire Extinguishers
- Guestroom telephones
- Guestroom televisions
- Guestroom HVAC system
- Guestroom door locks
- Coffee Maker
- Microwave
- Carpet Cleaner
- Time clock
- Ozone style air cleaner
- Vacuum Cleaner
- Guest room alarm clock
- Commercial laundry washer
- Commercial laundry dryer
- Commercial laundry chemical dispenser
- Brooms & Mops

Environmental Hazards:

- Allergic reactions could result from contact with various detergents, solvents, cleaners, photocopy toners, and ozone
- Personal protective equipment including safety glasses, gloves, or facial mask will be provided if requested.

Typical Physical Activity:

- Speaking
- Hearing
- Standing
- Walking
- Writing
- Repetitive motion
- Sustained visual concentration
- Sustained mental concentration
- Pushing, pulling & bending
- Stooping, kneeling, & crouching
- Lifting and carrying
- Able to lift over 50lbs

- Reaching overhead

Acknowledgement, I have read this job description and fully understand the responsibilities and job duties. I am able to perform all of the job functions as outlined in this job description.

Employee Name: _____

Employee Signature: _____

Date: _____

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