

## **JOB DESCRIPTION**

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**JOB TITLE: Room Attendant/Laundry Room Attendant**

**REPORTS TO: Housekeeping Supervisor(s), Executive Housekeeper**

**STATUS: Non-Exempt - Hourly**

### **JOB SUMMARY:**

- Clean guest rooms for checkouts and stay-overs, reporting any maintenance issues as needed. To do all laundry for the hotel. Includes removing stains from laundry and making sure it's clean.

### **QUALIFICATION STANDARDS**

#### **Education & Experience:**

- High School diploma or equivalent.
- Must obtain and maintain any licenses or certificates as required by law.
- Knowledge of machines, computers, tools and other equipment, including HVAC, electrical and plumbing.
- Ability to communicate effectively with guests and staff.
- Ability to work a flexible schedule, including weekends and holidays

#### **Physical Requirements:**

- Heavy work-Exerting up to 100 pounds of force occasionally, and/or up to 75 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Ability to stand during entire shift.
- Ability to reach overhead, utilize both hands, to bend over and to stoop and kneel.
- Must be capable of climbing and descending stairs during their shift.
- Must be able to work in an outside environment.
- Must be able to work in an extremely dusty environment.

#### **Mental Requirements:**

- Must be able to understand and follow directions, guidelines and work objectives as set forth by the supervisor.
- Must be able to understand the potential hazards and subsequent procedures involved in working around commercial cleaning agents and light machinery.
- Must use common sense and integrity in ensuring the security of guest belongings while working in guest suites.

## **DUTIES AND RESPONSIBILITIES**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons..

### **Service Attitude and Communication**

- Maintain high standards of personal appearance and grooming.
- Wear name tag when working.
- Maintain a professional and friendly demeanor at all times.
- Must be always attentive, courteous and efficient in the dealings with the clients, guests, managers and all other employees.
- Comply at all times with compliance standards and regulations to encourage safe and efficient hotel operations.
- Establish and maintain good communications and team work with fellow employees and other departments within hotel.
- Exhibit helpful and willing attitude to serve guest requests.
- Develop and promote a team player attitude for the good of the hotel.

### **Housekeeping Responsibility**

- Must be able to perform essential housekeeping functions while meeting standards within the required 8-hour shift.
- Must be capable of carrying and using a fifteen (approx 15) pound vacuum cleaner.
- Must be able to push an empty linen cart (approx 90 pounds) and loaded linen cart (approx 150 pounds) in an outside environment.
- Complete all pre-cleaning duties, including but not limited to, guest supplies, cleaning supplies and linen for housekeeping cart set-up.
- Must be capable of utilizing both hands in order to perform such tasks as changing bed linens, etc.
- Must be capable of reaching overhead to dust, clean the tops of equipment/appliances and to place items in the cupboards.
- Must be capable of moving light furniture, (i.e. chairs, tables etc.) in order to clean under the items.
- Must be capable of climbing and descending stairs frequently throughout the shift.
- Must be capable of bending over, stooping and working on the knees in order to perform such functions as scrubbing commodes, tubs, cleaning tiles and putting away items.
- Must practice safe use of all cleaning agents.
- Must be able to follow all safety practices such as wearing personal protective equipment, reading chemical warning labels and other safe work practices.
- Prepare housekeeping cart for the next day's use.
- Remove all trash and dirty linen from guest suites.

- Keep all hallways, public areas and closets clean, neat and vacuumed.
- Report all missing items from rooms (i.e. irons/boards, hair dryers, etc) to Executive Housekeeper.
- Understand and adhere to Federal and State regulations with regard to handling hazardous materials.
- Responsible for pre-inspection, pre-spot, wash, dry and fold linens.
- Wash, fold and dry linens within scheduled time.
- Maintain linens in a presentable and sanitary condition.
- Perform other duties of a housekeeper if necessary.
- Must be capable of lifting up to twenty-five (25) pounds in order to load and unload washers and dryers.
- Must be able to push up to seventy-five (75) pounds (full laundry cart) linen cart.
- Must be capable of utilizing both hands in order to fold/scrub linens and scrub pots.
- Must practice safe use of all cleaning agents.
- Must be able to follow all safety practices such as wearing personal protective equipment, reading chemical warning labels, and other safe work practices.
- Possess knowledge of how to operate industrial washers/dryers and other equipment.
- Understand and adhere to Federal and State regulations with regard to handling hazardous materials.

### **Administrative Responsibility**

- Complete daily checklist of cleaning common areas such as lobby, ash urns, glass tables, furniture, door/door frames, stair wells, etc.

### **General Responsibility**

- Participate in all-employee meetings, events and other functions required by management.
- Be familiar with all policies and hotel rules and hotel terminology.
- Must be able to follow safety practices, such as wearing personal protective equipment, reading chemical warning labels and other safe work practices.
- Prepare, serve and cleanup breakfast when assigned.
- Perform any other duties as requested by management.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THE JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

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Team Member Signature                      Date

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General Manager Signature                      Date