

Housekeeper Position Description

Position Title: Housekeeper

Department: Housekeeping

Reports To: Head Housekeeper & General Manager

Work Hours: Full Time & Part Time Positions,
Hours vary depending on occupancy level of the hotel.
Full time housekeepers are not guaranteed a set number of
hours per week.

Schedule is typically 9:00am to 3:00pm depending on hotel occupancy (shift ends when work is completed and may be much earlier or slightly later in the day). Actual work hours will vary depending on need and will include weekdays, weekends and holidays.

Key Functions:

1. Provides friendly customer service to all guests and coworkers. All employees are required to greet and smile at each guest they encounter.
2. Receives cleaning assignments from head housekeeper, general manager or designated front desk staff.
3. Cleans guest rooms including: changing bed linens, vacuuming and edging carpets, dusting all furniture (picture frames, bed frames, lamps, TVs, dressers), cleans glass and mirrors, cleans bathroom (cleans / disinfects floors, toilets, counters, bathtubs / showers), replenishes guest room supplies (towels, coffee, paper products, amenities, etc).
4. Cleans assigned public spaces including lobby, hallways, bathrooms, meetings rooms. Cleaning includes similar tasks as described in item 3 above.
5. Must ensure all guest rooms / public space is cleaned per standards and within allotted average time of 30 minutes per room. Average time means it may take more than 30 minutes to clean some rooms and less than 30 minute to clean other rooms, but on average cleaning times over a two week period for the housekeeping department equal 30 minutes per room or less.
6. Report immediately all damage found in guest rooms / hotel public space.
7. Report immediately all missing items in guest rooms.
8. Report immediately personal guest items found in vacant rooms and follow lost and found policy.
9. Set-up rollaways / cribs as requested and store when guest use is finished.
10. Take responsibility for pass key. Key must be logged in and out daily.
11. Report immediately to head housekeeper and / or front desk: Checked-in rooms with no luggage (rooms appearing vacant), vacant rooms that appear occupied /

- used, no service requests, do not disturb requests, extra guests not assigned to room, anything unusual / illegal.
12. Shut off all lights, televisions, air conditioners / heaters when leaving room.
 13. Wash dry and fold laundry.
 14. Stock maids cart upon conclusion of daily use for next day.
 15. Assists guests and front desk with special requests, delivery of guest requested items (irons, additional towels / amenity products).
 16. Perform light maintenance in guest rooms (changing light bulbs, cleaning air filters etc.)
 17. Performs other tasks as assigned by the Head Housekeeper and / or General Manager.

Prerequisites:

Must have a positive, friendly attitude.

Must be able to work with little supervision. Required to be able provide self-direction for identifying and completing tasks.

Work hours must be flexible to allow for working weekdays, weekends, and holidays.

Must be able to read / understand assigned rooms and area for cleaning in English.

Must be able to communicate cleanliness status and other issues of rooms / areas assigned in English.

Education: High School or Equivalent

Experience: Previous cleaning / hotel housekeeping experience helpful.

Physical:

Must be able to lift up to 20 pounds regularly and up to 40 pounds on occasion.

Must be able to bend, reach, push laundry carts / cleaning carts / vacuum cleaners and sustain repetitive motions.

Must be able to stand, walk, and work on feet for extended periods of time.

Must be able to work with cleaning chemicals.

May encounter undesirable work conditions due to messy guests.

Dress Code: Must maintain a clean, neat appearance. Must shower and perform personal grooming prior to arriving for shift. Must wear assigned uniformed. Uniform must be kept in clean, neat fashion. Must wear nametag. Safety clothing will be provided by hotel for certain tasks and must be worn when needed. Hotel will provide work shirt and work pants. Tattoos must be covered. Employee will provide work shoes. Open toed shoes (sandals / flip flops etc) may not be worn. Tennis shoes in good condition may be worn by housekeeping staff. Employees will refrain from wearing excessive jewelry while on shift including but not limited to: jewelry for tongue piercings, nose piercings, lip piercings, eyebrow piercings, more than one set of earrings, and earrings not placed in ear lobes. Hair should be kept in a neat, combed fashion. Men are required to wear a white tee shirt under uniform shirt. Men should be cleanly shaved or have a well maintained beard / mustache. Women are required to wear appropriate undergarments in appropriate color under uniform shirt. Uniform shirts for housekeepers are of a style that do not require them to be tucked in and therefore will be untucked. The general manager may establish additional dress code requirements.