



Room Attendant

POSITION SUMMARY:

Performs routine duties in cleaning and servicing of guest rooms and property to ensure guest standards of cleanliness and safety are met. Room attendant promotes a positive image of the property to guests.

ESSENTIAL JOB FUNCTIONS:

1. Service guest rooms including: changing bed linens, dusting furniture, re-stocking and replenishing guest amenities. Cleaning, re-stocking, and creating a sanitary bathroom by emptying waste baskets, scrubbing the shower, bathroom counter, sink, and toilet. All floors must be mopped and/or vacuumed.
2. Changing rollaway (cot) and transferring equipment to appropriate storage area to be put away by manager on duty.
3. Tools used include but not limited to: broom, mop, vacuum, brush, cleaning solutions, bleach pens, pumice stones, and sponges.
4. Prepares and replenishes housekeeping carts and closets with linen and cleaning supplies. Refilling chemical bottles properly and safely.
5. By telephone call maintenance and/or supervisor on duty for any repair work to be done in rooms—must communicate and describe work to be done.
6. Documenting on the daily room attendant worksheet: Do Not Disturb, Verbal No Service, Lost & Found, Maintenance issues, etc.
7. Separating linen in the laundry room at the end of the day to be prepared by the laundry attendants
8. Taking dishes that belong to the kitchen at the end of each shift
9. Communicating any lost, broken, or stolen items to the housekeeping manager on duty
10. Properly label lost and found items and bring to the appropriate area in the laundry room to be turned in to Front Desk at the end of the day

JOB QUALIFICATIONS:

1. Ability to understand documents such as job lists, instructions, and warnings on cleaning supplies
2. Ability to lift and/or move 30 pound objects to include but not limited to supplies, furniture, etc.
3. Ability to perform basic mathematical problems such as counting linen for inventory and calculating time allotment for guest rooms
4. Ability to communicate in writing to complete the daily room attendant worksheet, basic forms for lost and found, and requests of days off
5. Ability to communicate with supervisors, co-workers, and guests regarding assignment of duties and safety concerns
6. Ability to communicate with guests regarding their room service, questions about the hotel, and general knowledge of Walla Walla (i.e: be able to give directions)
7. Posses a positive attitude toward our guests, our employees, and our company
8. All other duties as assigned by management

GROOMING:

1. All employees must maintain a neat, clean and well-groomed appearance.
2. Uniforms for this position will be provided

PHYSICAL REQUIREMENTS

1. Standing, walking on various surfaces
2. Bending, twisting, lifting, pushing and pulling, kneeling and grasping
3. Reaching overhead, stocking supplies
4. Occasionally required to lift 30lbs

ENVIRONMENTAL SETTINGS

1. Safety requirements, adhere to company property and department safety standards and procedures at all times.
2. Exposures to cleaning chemicals
3. Operation of equipment and tools

SUPERVISOR:

The room attendant will report to the Executive & Assistant Housekeeping Managers