



ASSISTANT HOUSEKEEPER

OBJECTIVE:

The Assistant Manager performs inspections to ensure highest standards of cleanliness and to provide a memorable guest experience through the anticipation of guest's needs and providing exceptional service to support Forbes 4-Star Standards.

DUTIES AND RESPONSIBILITIES:

The following reflects the essential functions for this job but does not restrict the tasks that may be assigned by the supervisor who may reassign duties and responsibilities at any time.

- Maintain a consistently high level of cleanliness in all public restrooms, lounges, guest rooms and other assigned areas by performing daily, weekly, and monthly inspections.
- Constant patrolling of all public areas and assigned service areas to ensure the utmost cleanliness.
- Able to make decisions when Executive Housekeeper is not available based on current Standards and SOP's
- Assist in other areas, and/or scheduled by the Housekeeping Management.
- Helps maintain all guest and employee areas by reporting any deficiencies to the Housekeeping Management or Engineering.
- Support safe work habits and a safe working environment at all times.
- Performs other duties as assigned by Management.

SUPERVISORY RESPONSIBILITIES

- Supervise all Housekeeping employees.
- Train, supervise, motivate, and develop line staff employees.
- Assigns duties and monitors quality of work; assures staff conforms to organizational policies, procedures, and safety regulations.
- Provides day-to-day guidance and oversight of subordinates; actively works to promote and recognize performance.
- Keeps up to date on overall activities of the team, identifying problem areas and bringing them to the Executive Housekeeper for corrective action.
- Performs 20 rooms inspections (includes stayover, and check outs), per month, on line staff and fills out appropriate inspection sheet.
- Performs 15 turndown room inspections, per month, on line staff and fills out appropriate inspection sheet.
- Performs quarterly inventories on linen and terry.
- Assists in making weekly schedules.
- Assists in progressive discipline and counseling.
- Assists in ordering all items needed for the department.
- Assists in Annual and 90-day reviews.
- Performs mock interactions to ensure Forbes 4-Star Standards are being adhered to.

QUALIFICATIONS:

- Must have open availability, work weekends and holidays.
- Needs to have a flexible schedule, able to work mornings and evenings, weekends, and holidays.
- Punctual, regular and reliable attendance is a condition for continued employment.
- Six month related experience.
- Commitment to excellence and high standards.
- Manage priorities and workflow.
- Versatile, flexible and a willingness to work within constantly changing priorities with enthusiasm.
- Work independently and as a team player.
- Speak and understand basic terms, directions and concepts in the primary language(s) used in the workplace.

EDUCATION:

- High school diploma or equal to a GED

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Lift and carry up to 30 pounds.
- Coordinate multiple tasks simultaneously.
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers

CERTIFICATES & LICENSES:

- Valid work authorization (I9 document).
- Valid California Driver License is required.

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

- Protective equipment required for this job: latex gloves, face mask (if needed).
- Use of various hazardous chemicals.
- Work is performed both indoors and outdoors.

GROOMING & UNIFORM:

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Hair must be clean and kept at a reasonable length.

- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dying or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.