



Golf & Conference Center

## Job Description for AM Public Attendant

*This brief job profile is to give a general idea of the job and in no way states or implies that these are the only duties to be performed by the employee in this position. In our employees, we look for a passion to anticipate and meet our guests' needs and an insatiable desire to attain the highest levels of quality and service in all areas of the hotel. Interacts with guests in a courteous and efficient manner, an eye for detail and high job standards. English verbal communication skills; second language a plus.*

**Job title: AM Lobby Attendant**

**Department: Housekeeping**

**Reports to: Executive Housekeeper**

**Level: Hourly**

**Type of position:**

Full-time

Part-time

**Hours \_\_\_/week**

Exempt

Nonexempt

**Brief General Job Description:**

This position is responsible for ensuring our public areas such as the lobby, pool, prefunction, bathrooms, and offices are kept clean as well as stocking the floors, pool and health club with the necessary supplies. Duties include but not limited to dusting, scrubbing floor/toilet/sinks, and vacuuming. Additionally, you deliver items to the guests and staff as requested.

**Essential Functions** (*Duties include but are not limited to*):

- Folding, pressing, sorting linen, as well as washing and drying
- Reports needed repairs of unsafe conditions to supervisor.
- Responds quickly to requests from guests, supervisors or management in a timely, friendly and efficient manner.
- Follows up to ensure guest satisfaction.
- Maintains supplies neat and organized to department standards.
- Maintains security of equipment, keys and supplies issued each day.
- Reporting missing articles, damage or mechanical problems and turn in articles left in room to supervisor.
- Provides a professional image at all times through appearance and dress.
- Follows company policies and procedures.

NOTE: Other duties as assigned by supervisor or management

**Requirements:**

- Able to work independently
- Able to lift, carry and push up to 75 lbs
- Requires standing/walking/bending throughout shift
- Great customer service skills
- Able to work all shifts and flexible schedules including weekends and holidays
- Van Duties and Valid driver's license

**Work experience requirements:**

- N/A

**Education Requirements:**

- N/A

**Approved by:**

**Title:**