



Golf & Conference Center

## Job Description for Room 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: Room Attendant**

**Department: Housekeeping**

**Reports to: Executive Housekeeper**

**Level: Hourly**

**Type of position:**

Full-time

Part-time

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

Exempt

Nonexempt

**Brief General Job Description:**

Responsible for cleaning of guest rooms and corridors. Duties include but not limited to making bed, dusting, scrubbing floor/tubs/sinks, and vacuuming.

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

- Attending pre-shift meetings to learn room assignments and the day's tasks.
- Cleans and services assigned guest rooms in a timely and organized manner according to procedures and standards.
- Removing all trash and dirty linen from guest rooms.
- Ensure that everything is in working order.
- Reports any room unable to be serviced to supervisor.
- Reports needed repairs of unsafe conditions to supervisor.
- Responds to requests from guests, supervisors or management in a timely and efficient manner.
- Maintains linen cart and 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.
- Follows procedures for team cleaning and self-inspecting program.
- Responds quickly to guest requests in a friendly manner. Follows up to ensure guest satisfaction.
- 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.

**Work experience requirements:**

- N/A

**Education Requirements:**

- N/A

**Approved by:**

**Title:**

**Date posted:**