



## Job Description

**Department: Housekeeping**

**Job Title: Housekeeper/Room Attendant**

**Reports To: Head Housekeeper**

**Full Time OR Part Time xx**

### **Position Overview:**

Clean guest rooms and suites to ensure highest standards of cleanliness and service. Responsible for reporting any maintenance deficiencies and handling guests' requests. Ensures the confidentiality and security of all guest rooms and suites. Be familiar with all hotel services to respond to guest inquiries accurately. Maintain complete knowledge of and comply with departmental policies, services, procedures and standards. Use correct cleaning chemicals for designated surfaces, according to OSHA regulations and hotel requirements.

### **Essential Functions:**

- Clean bathtub, toilet, sink, walls, mirrors, tiles, counters, and floor surfaces using cloths, mops, sponges, brushes, and/or cleaning agents by extending arms over head, bending and stooping
- Adhere to cleaning procedures and instructions for use of cleaning agents
- Strip beds and make beds, changing bed linens, which may require lifting mattresses weighing up to 50 lbs
- Dust all furniture, pictures, drawers, window ledges, and shelves thoroughly
- Push and pull vacuum throughout entire room and empty trash
- Replenish amenities, linens, supplies in guest room
- Clean coffee/tea makers, refrigerators and microwave ovens
- Sign for room keys, retrieve, push to assigned rooms and restock heavy cart. Visually inspect room for cleanliness and appearance
- Comply with attendance rules and be available to work on a regular basis. Must be able to work weekends and holidays
- Perform any other job related duties as assigned.

**Knowledge, Skills and Experience:**

- Must have a High School Degree or GED
- Be able to work with cleaning chemicals
- Must present a well-groomed appearance
- Must perform duties with a sense of urgency
- Mobility and dexterity to make beds; dust all room surfaces; clean toilets, mirrors, and bathtubs.
- Must be able to move 30 pounds
- Able to work flexible shifts
- Good English language communication skills

**Learning Development Demands**

Reasoning- Apply common sense understanding to carry out instructions furnished in written, oral, or diagrammatic form.

Mathematical- Add, subtract, multiply and divide all units of measure. Perform the four operations with common and like decimal fractions. Perform arithmetic operations involving monetary units.

Reading- Read a variety of materials such as magazines, books, Internet information, and safety rules.

Speaking- Speak to guests with poise, voice control, and confidence, using correct English grammar and well-modulated voice.

Writing- Write reports and essays with proper format, punctuation, spelling, and grammar, using all parts of speech.

**Physical Job Description:**Typical Working Conditions:

Indoor and outdoor. Use of cleaning chemicals, consistent physical activity as outlined below.

Typical Equipment Used:

Fully-stocked housekeeping cart, vacuum cleaner, duster, lint roller, mop, cleaning chemicals and abrasives

Essential Physical Tasks

**Specialized Demands:**

Frequently (34%-66% of the time)

Occasionally (1%-33% if of the time)

Rarely (less than 1 hour per week)

Lifting

Fewer than 10 pounds **frequently**, 11-50 pounds  
**frequently**, and 51+ **rarely**

Pushing/Pulling

10-20 pounds, **frequently**

21-100 pounds, **frequently**

Driving

Manual transmission **n/a**

Automatic transmission **n/a**

Twisting/Turning

Reaching over shoulder, **frequently**

Reaching over head and reaching outward **frequently**,

Squatting, kneeling, crawling, climbing **frequently**

Walking on normal, uneven or slippery surfaces  
**frequently**

### **Acknowledgment**

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type. Employment is "at-will" and may be terminated at any time by the employee or the employer with or without cause or notice.

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Signature of Employee

Date