

Housekeeping House Person

Reports to: Executive Housekeeper

Classification: Rooms

Department: Housekeeping

Scope and General Purpose:

To contribute to the efficient operation of the resort by assisting in maintaining a clean guest environment through providing support to the housekeepers by restocking supplies and equipment and assisting with the cleaning of common and public areas.

Essential Duties

- To ensure timely removal and replacement of linens for daily housekeeping services.
- To ensure timely removal of waste goods for daily housekeeping services.
- To perform maintenance cleaning as needed in lodging and public buildings.
- To assist housekeepers with cleaning and servicing guest rooms, public areas and/or function rooms daily according to correct procedures as needed.
- To clean and rebuild fires in fireplaces during the cold season.
- To maintain a clean, well organized and well stocked work cart.
- To maintain a neat, well-groomed appearance.
- To report maintenance issues prior to guest arrivals in order to increase guest satisfaction and return rate.
- To take and fulfill service orders from guests, in a courteous and timely manner.
- To report guest complaints or problems.
- To give information as needed to guests regarding all aspects of the resort.
- To know and follow safety and security practices.
- Other duties as assigned.

Position Requirements

- Excellent communication skills in English.
- Excellent guest relations skills.
- An eye for detail
- Physical mobility and stamina required
- Ability to lift heavy loads required.
- Ability to follow instruction
- Ability to work independently
- Excellent time management skills
- Good organizational skills
- Must be able to work long and flexible hours, weekends and holidays as needed

Physical Demands

Essential duties require long periods of standing, hearing and speaking. The employee must have normal vision (corrected) including close and color vision, hearing and verbal communication. Must be able to operate a golf car safely.

Environmental Conditions

Duties are performed both indoors and out of doors in the weather. Must be able to frequently lift and carry items up to 75 lbs on both level walkways and up and down stairways.

This Job Description reflects management's assignment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned |