

Room Attendant/Public Areas Attendant

Reports to: Executive Housekeeper

Classification: Rooms

Department: Housekeeping

Scope and General Purpose:

To clean and service hotel lodgings, public areas and/or function rooms to five star standards, while ensuring guest relations and reporting damage and theft.

Essential Duties

- To clean and service allocated guest rooms, public areas and/or function rooms daily according to correct procedures.
- To maintain a clean, well organized and well stocked work cart.
- To maintain a neat, well-groomed appearance.
- To replenish each room's stock of amenities and supplies as necessary, taking care to not overstock or misuse supplies.
- To ensure that televisions, radios, lights and air conditioning equipment is working properly.
- To report maintenance issues while servicing rooms in order to ensure timely repair and increase guest satisfaction and return rate.
- To report and replace missing or damaged Room Supplies such as linens, irons, hairdryers, coffeepots, etc. to supervisor while servicing room.
- To know and follow safety and security practices.
- To accurately complete and turn in a room cleaning checklist for each room serviced to the Executive Housekeeper daily, ensuring that lost items are included on the checklist.
- 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.
- Other duties as assigned.

Knowledge, Skills & Ability Requirements

- Excellent communication skills in English.
- Excellent guest relations skills.
- An eye for detail
- Physical mobility and stamina 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 walking, reaching and kneeling; moving furniture; and lifting heavy boxes and bags of supplies. 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 assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned |