



## **LOBBY ATTENDANT**

### **OBJECTIVE:**

The Lobby Attendant performs cleaning duties to ensure highest standards of cleanliness and to provide a memorable guest experience through the anticipation of guest's needs and providing exceptional service to support Forbes 4-Star Standards.

### **DUTIES AND RESPONSIBILITIES:**

The following reflects the essential functions for this job but does not restrict the tasks that may be assigned by the supervisor who may reassign duties and responsibilities at any time.

- Maintain a consistently high level of cleanliness and stock of supplies in all public restrooms, lounges, and other assigned areas.
- Constant patrolling of all public areas and assigned service areas to ensure the utmost cleanliness.
- Dust all high and low areas, including: display cases, brass, sconces and chandeliers
- Clean and maintain all public restrooms, replenish supplies and amenities.
- Clean and polish all brass, chrome, glass, mirrors.
- Maintain all ashtrays cleaned and stocked, urns cleaned and sifted.
- Remove all trash from public areas and patios.
- Maintain all wood and glass doors free of spots, smudges, and prints
- Clean fireplace areas.
- Maintain carpet spotting and shampooing program current.
- Maintain all floor surfaces well swept and vacuumed at all times.
- Sweep/replace door mats as needed.
- Assist in other areas, and/or scheduled by the Housekeeping Management.
- Helps maintain all public service areas by reporting any deficiencies to the Housekeeping Management or Engineering.
- Support safe work habits and a safe working environment at all times.
- Punctual, regular and reliable attendance is a condition for continued employment.
- Performs other duties as assigned by Management.

### **QUALIFICATIONS:**

- Must have open availability, work weekends and holidays.
- Six-month related experience.
- Commitment to excellence and high standards.
- Manage priorities and workflow.
- Versatile, flexible and a willingness to work within constantly changing priorities with enthusiasm.
- Speak and understand basic terms, directions and concepts in the primary language(s) used in the workplace.
- Must be able to work independently.

- Must provide valid document(s) to work in the US.
- Must meet legal age requirements for the position.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to stand and walk for long periods of time.
- Lift and carry up to 30 pounds.
- Coordinate multiple tasks simultaneously.

### **LANGUAGE SKILLS:**

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

### **CERTIFICATES & LICENSES:**

- Valid California Driver License is required.

### **WORK ENVIRONMENT:**

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

- Protective equipment required for this job: latex gloves, face mask (if needed).
- Exposure to varying temperature levels.
- Use of various hazardous chemicals.
- Work is performed both indoors and outdoors.

### **GROOMING & UNIFORM:**

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dyeing or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.