



## **TURNDOWN ATTENDANT**

### **OBJECTIVE:**

The Turndown 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.

- During evening standup, employee will obtain their assignment of rooms for turndown service.
- Turn down beds according to resort standards.
- Replenish supplies, such as, towels, toilet paper, and all other in room amenities.
- Empties all trash in room and replace plastic bag when needed.
- Helps maintain room by reporting any deficiencies to Housekeeping Management or Engineering.
- Deliver express check outs, daily newsletters, "headlines" page, and bedtime stories to guest rooms.
- Deliver turndown amenities to room.
- Replenish water.
- Create a restful atmosphere by turning on the fire place, music, and night stand lights.
- 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.
- Work independently and as a team player.
- Understand any and all safety requirements and cautions.
- Speak and understand basic terms, directions and concepts in the primary language(s) used in the workplace.

### **EDUCATION:**

- High school diploma or equal to a GED

### **PHYSICAL/MENTAL REQUIREMENTS:**

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 lift 30 lbs.
- Coordinate multiple tasks simultaneously.

### **CERTIFICATES & LICENSES:**

- Valid work authorization (I9 document).
- 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).
- 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.