



JOB TITLE: Housekeeping - Room Attendant

REPORTS TO: Housekeeping Manager

POSITION SUMMARY:

- Room Attendant is responsible to perform daily Housekeeping tasks while adhering to AAA-rated 4 Diamond, 5-Diamond service standards and the Inn at 500 Capitol Employee Handbook.
- Welcome and serve guests in person at any point when in contact throughout the hotel in a professional and friendly manner
- Performs routine duties in cleaning and servicing of guest rooms under supervision of the housekeeping manager.
- Respond promptly to requests from guests and other departments. Identify and report preventative or other maintenance issues in public areas or guest rooms. Performs any combination of the following tasks to maintain guestrooms, working areas, and the hotel premises in general in a clean and orderly manner.

RESPONSIBILITIES

- Cleans rugs, carpets and upholstered furniture using a vacuum cleaner, broom and carpet shampoo machine.
- Cleans hallways and restrooms.
- Sweeps, mops, scrubs, waxes and polishes floor.
- Dusts and polishes metalwork.
- Removes trash collected by room attendants.
- Walk all assigned floors at beginning and end of shift to collect Newspaper bags, newspapers, trash, soiled linen.
- Pickup clean linen and refill the par stock of linen on each floor's housekeeping closet.
- Deliver towels, cribs, and other items to the guest rooms upon request.
- Perform duties of room attendant when necessary.
- Sort linen, stock room attendant closets.
- Refill the par stock of guest amenities and supplies on each floor's housekeeping closet.
- Help the housekeeping Room Attendants with heavy lifting.
- Clean all public areas.
- Remove trash from the housekeeping closets and take to appropriate locations in the prescribed manner.
- Respond at all times in a friendly, helpful manner to guests and other colleagues.
- Perform any tasks assigned by the supervisors when needed.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance.
- Follow OSHA regulations and policies/procedures set forth by Housekeeping department



- Clean assigned public and back of the house areas
- Operate the following equipment (once trained): vacuums, extractors, burnishing/buffing machines, brooms, wet-vacuums, and upholstery cleaners
- Maintain the highest levels of cleanliness of the following (once trained): carpets, tile, cement, marble, glass, and all other surfaces
- Transfer and stock all supply from Receiving as directed
- Ensures that the Housekeeping storeroom is neat, organized, and secure
- Use glass washer to clean glasses
- Move furniture in rooms as required
- Clean spots on carpets

QUALIFICATIONS

- Experience is preferred but required.
- High School graduate or G.E.D. equivalent.
- Ability to communicate effectively and professionally with the public and other employees.
- Read, write and speak English.
- No employee will pose a direct threat to the health/safety of self or others.

PERFORMANCE STANDARDS

- **CUSTOMER SERVICE:** Ensure that 5-Diamond guest service is the primary focus of all tasks; respond to guest requests and issues in a timely, polite and professional manner. Ensure that we deliver excellent service to meet our company service culture.
- **WORK HABITS:** Meet the hotel standards for work procedures, dress, grooming, attendance, and punctuality; report to work and return from breaks on time; give advance notice when absence is anticipated; require typical amount of supervision; accept work assignments without complaints.
- **PERSONAL DEVELOPMENT:** Accept opportunities to learn new skills, improve performance or cross-train for other hotel positions; solve routine problems that occur on the job; ask questions when not sure how to complete something; learn new skills as quickly as most others in the same job.
- **SAFETY AND SECURITY:** Be alert to hazards and responsible in carrying out hotel's safety, security, and emergency procedures; suggest ways to improve safety conditions that reduce or prevent accidents and injuries; participate on safety committee or other special projects for safety; actively seek and report potential security risks or hazardous conditions.