



## JOB DESCRIPTION

**POSITION:** Housekeeper (non-exempt)  
**DEPARTMENT:** Housekeeping  
**IMMEDIATE SUPERVISOR:** Housekeeping Supervisor/Manager

**JOB SUMMARY:** The Housekeeper is responsible for cleaning and maintaining various public areas inside of the hotel, delivering amenities and requested items to guests, facilitating the cleaning of the guest rooms and various other laundry and housekeeping projects.

### ESSENTIAL DUTIES

- Approach all encounters with guest and employees in a friendly, service-oriented manner.
- Comply with company, hotel, and brand standards; and regulations to encourage a safe and efficient hotel operation.
- Completes all stocking and organizational duties, including but not limited to, stocking guest supplies, cleaning supplies, and linen for housekeeping cart set-up.
- Carries a communication device (pager, radio, etc.) and respond to calls.
- Delivers guest requests i.e. extra towels, amenities, etc. to guests in guest rooms.
- Cleans and restocks public restrooms.
- Removes all trash and dirty linen from guest rooms, corridors, public areas, parking lot, etc.
- Keeps all rooms, hallways, public areas and closets clean, neat and vacuumed; including pool area and public restrooms.
- Vacuums, shampoos and extracts carpets.
- Strips, buffs and polishes floors.
- Moves furniture, boxes of supplies, etc.
- Restocks housekeeping cleaning cart(s) daily for the next day's use as assigned.
- Refills/replenishes chemical bottles as assigned.
- Sets-up, cleans-up, and services meeting rooms.
- Reports any missing items from rooms and public areas (i.e. TV remotes, irons, hair dryers, etc.) to housekeeping supervisor/manager.
- Reports all "lost and found" items according to standard.
- Completes regular cleaning projects as required.

### OTHER DUTIES & RESPONSIBILITIES:

- Attend meetings/training as required by management.
- Reports safety and security concerns.
- Thoroughly cleans and maintains guest rooms according to standards—including vacuuming carpet; changing linens; polishing mirrors; cleaning sink, toilet, tub, shower walls, shower curtain and floors.
- Cleans room with the door closed according to standards, unless requested to do otherwise by the guest.

- Wash, dry and fold linens and towels.
- Performs other duties as requested by management.

**QUALIFICATIONS & REQUIREMENTS:**

- High school diploma or equivalent and/or experience in a hotel or related field desirable.
- Must be able to demonstrate predictable, reliable and timely attendance.
- Must be able to follow verbal directions, and complete assigned tasks on schedule.
- Must be able to work independently or as part of a team, including ability to interact appropriately with others.
- Must be able to work with supervision, receiving instructions/feedback, coaching/counseling and/or discipline.
- Must be able to convey information and ideas clearly.
- Must be able to evaluate and select quickly and accurately among alternative courses of action.
- Must work well in stressful, high-pressure situations.
- Must be effective at listening to, understanding, and clarifying issues raised by coworkers and guests.
- Flexible and long hours sometimes required.
- Medium work- Exerting up to 50 pounds of force occasionally, pushing or pulling; and/or 15 lbs of force frequently or constantly to lift, carry, push, pull or otherwise move and manipulating objects.
- Ability to stand during entire shift.
- Ability to read and understand chemical product labels to ensure proper use.

**DRESS CODE:** A professional appearance required. A uniform and nametag is required at all times.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED AND/OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

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Employee Signature

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Date

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Supervisor Signature

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Date