



JOB DESCRIPTION

POSITION: Houseperson

(non-exempt)

IMMEDIATE SUPERVISOR: Housekeeping Supervisor/Manager

JOB SUMMARY: The Houseperson is responsible for cleaning and maintaining various public areas inside the hotel and outside of the hotel, delivering amenities and requested items to guests, cleaning guest rooms when specially requested by guests, helping with laundry, monitoring indoor corridors of hotel, monitoring outside premises, and to verbally warn guests if there are any complaints (i.e.: noise complaints, etc).

ESSENTIAL DUTIES:

- Approaches all encounters with guests and employees in a friendly, service-oriented manner.
- Complies 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.
- Removes any trash and/or debris from corridors, public areas, parking lot, pool area, etc.
- Keeps all rooms, hallways, public areas and closets clean, neat and vacuumed; including pool area and public restrooms.
- 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.
- Monitoring hallways and outdoors as assigned by supervisor.
- Following direction from night auditor as to any guest requests.

OTHER DUTIES & RESPONSIBILITIES:

- Attends 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.
- Cleans and restocks public restrooms.

Initials / Date _____ / _____

- Performs other duties as requested by management.

QUALIFICATIONS & REQUIREMENTS:

- High school diploma or equivalent and/or experience in a hotel or related field desirable.
- Flexible and long hours sometimes required.
- Medium work- Exerting up to 50 pounds of force occasionally- lifting, pushing or pulling; and/or 20 lbs of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Ability to stand during entire shift.
- 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.
- 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.

Employee Signature

Date

Supervisor Signature

Date