

Housekeeping Attendant Job Description

Responsible To: Housekeeping Manager, Property Manager or Supervisor

Job Summary: The Housekeeping Room Attendant is a professional that ensures a positive overall impression of the property as well as providing the necessary service of ensuring clean and comfortable rooms for guests. The impression created by the Housekeeping Room Attendant is crucial to the reputation and success of the Juniper Hotel & Bistro. Therefore, it is essential that Housekeeping Room Attendants be highly thorough and professional in completing their duties.

The Housekeeping Room Attendant is required to maintain a flexible schedule that includes days, nights, holidays and weekends. This position requires a valid Canadian working permit.

Starting Rate of Pay: \$11.00 / hour \$12 / hour after three months Effective Date: March, 2011

Primary job responsibilities:

Interpersonal Skills

- Maintains a professional appearance with a positive attitude and is adaptable and flexible.
- Is patient, helpful and is interested in the welfare of the guests and staff.
- Has great attention for detail and works well under pressure in a fast-paced environment.
- Follows staff conduct policies and time management guidelines.
- Able to multi-task for the benefit of quality services.
- Able to work efficiently and independently with minimal supervision.
- Takes pride in a job well done.

Leadership, Team Building and Performance Management

- Handles negative situation and conflict in a constructive mode utilizing interpersonal and communication skills and techniques taught and promoted within the company.
- Initiates and constructively develops positive team dynamics with management, peers and customers.
- Demonstrates leadership and organizational skills in assisting in the planning and implementing of changes where applicable.
- Initiates communication or dialogue with supervisor or manager when processes, tasks, instructions etc. are not clear.

Communication

- Communicates effectively and in a professional manner to all guests, co-workers and associates of Decore Hotels.
- Reads the pass on book, personal files and bulletin/message boards daily and communicates effectively with these tools.
- Communicates all pertinent information with fellow co-workers and departments.
- Reports any unusual occurrences or requests to the Executive Housekeeper or Housekeeping Supervisor.
- Works closely with the Front Desk in keeping room status reports up to date through notification of all check-outs, late check-outs, early check-ins, new reservations, room moves, special requests, stay overs and room availability.
- Documents and coordinates requests for maintenance and repair work with the Maintenance Department.

- Informs the Executive Housekeeper of the need for additional supplies and items when required. Ensures adequate supplies are available and informs acting supervisor of shortages and inventory counts.
- Uses all communications equipment for the benefit of Decore Hotels only.
- Attends department meetings.

Departmental Duties and Administration

- Knows how to use and operate housekeeping equipment.
- Follows operational and shift change procedures and tasks.
- Performs daily deep cleaning of guestrooms, storage areas and laundry areas as assigned by the Housekeeping Supervisor or Executive Housekeeper and in accordance to the standards and procedures of Decore Hotels.
- Performs periodic heavy cleaning of guestrooms as requested.
- Sets up and organizes all furniture and amenities in guestrooms according to Decore Hotels' standards.
- Determines priorities at shift start and plans for daily activities.
- Assists in laundry as required.
- Obtains vacancy, arrivals and departures reports and special requests for rooms and adheres to them whenever possible.
- Places guest, groups and room information in the appropriate filing systems.
- Maintains the cleanliness, neatness and organization of the housekeeping lounge and office as well as housekeeping carts, buckets and trays.
- Checks for items that are not operable and/or in need of repair and reports of such items to the Housekeeping Supervisor.
- Physically checks discrepant rooms when needed.
- Replenishes all supplies and amenities in guestrooms as required.
- Transports trash and waste to proper disposal area.
- Collects and washes all dishes.
- Collects all recyclables and transports to proper recycle bins.
- Provides turn-down service as required.
- Follows lost and found procedures.
- Completes reports and any other duties as assigned.
- Initiates and monitors shift check lists for proper completion of tasks.
- Assists with monthly linen and supply inventory.

Guest Relations

- Ensures that the department delivers an exceptional level of guest services and is customer-focused at all times.
- Greets guests, responds effectively to guest concerns and requests. Follows up to ensure guest satisfaction.
- Assists guests in room-related functions in an efficient, courteous and professional manner that maintains high standards of service and hospitality.
- Refers comments or complaints to Housekeeping Supervisor or Executive Housekeeper.

Technical Abilities and Skills

Guest Information Services

- Knows the structure and function of all hotel departments, facilities, rooms, activities, services and hours of operation of the Decore Hotels' properties.
- Is knowledgeable on community services information, provides information services and promotes overall tourism of Jasper National Park.

Arrivals and Departures

- Prepares for guest and group arrivals and accommodates special requests whenever possible.
- Prioritizes workload according to guest arrivals and departures.
- Is responsible for cleanliness of room upon arrival of guest and group check-in for established times.

- Verifies early arrivals and late departures.

Safety and Security

- Knows all safety, emergency and accident prevention procedures.
- Adheres to safety and security guidelines, follows emergency procedures and responds promptly, and is familiar with the use of a fire extinguisher.
- Is conscientious of and preserves hotel personnel and guest security, property and privacy at all times.
- Manages and utilizes equipment in a safe manner.
- Documents and reports any observed or known safety hazards, conditions or unsafe practices to Executive Housekeeper immediately.

Physical

- Must be in good health and physical condition.
- Requires rigorous activity; grasping, writing, pushing, pulling, standing for long periods, walking, bending, stretching, repetitive motions, hearing, visual acuity, and may on occasion have to lift and carry up to 25 pounds.
- Must be able to work with strong chemicals and safely use chemicals for cleaning purposes.

Legislation

- Complies with federal and/or provincial/territorial legislation.

COMMENTS

The Housekeeping Room Attendant Job Description is merely a guideline for personnel to follow. Additional duties and tasks may be required and Servers are required to perform to the best of their ability for the greater service and efficiency of the Juniper Hotel. The lower the occupancy rate, the more responsibilities will be undertaken by one attendant; the higher the occupancy rate, the more responsibilities will be delegated to several attendants. The Housekeeping Room Attendant understands that business demands sometimes make it necessary to move Housekeeping Room Attendants from their accustomed shift to other shifts.