



POSITION TITLE: Housekeeper	DEPARTMENT: Rooms
REPORTS TO: Executive Housekeeper	FLSA DESIGNATION: Hourly Non-Exempt
DATE WRITTEN/REVISED: April 2019	

Position Overview:

Provide quality service and hospitality for our guests in a clean, organized and well-maintained property. Provide neat, clean, and stocked guest rooms and public areas in according to the property's standards to maximize guest satisfaction and room revenue.

Essential Functions:

- Provide neat, clean, and stocked guest rooms and public areas in according to the property's standards.
- Respond, in a timely and efficient manner, to guest requests for items such as extra linen or amenities.

Workplace Attitude, Behavior:

Uphold and abide by the policies in the Associate Handbook, for your position. Follow these policies, rules and regulations for the safe and effective overall operation. Must have commitment to company values.

Be a good role model and actively seek opportunities to help maintain a positive, respectful and "harassment free" work environment. Report all harassing behavior immediately.

Display a proper professional attitude, demeanor, conduct, and cooperation effort toward guests, peers and management. Must be an excellent team player with all departments of the hotel.

Regular attendance in conformance with the schedule is essential to the successful performance of this position.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel operation. Please see your department or scheduling manager.

Work schedule prescribed by the Executive Housekeeper. Work overtime when requested and approved.

You, and your team, must accept a role as an ambassador of the property for our guests. You make a major impression upon our guests regarding their stay at our property. Model the right behavior by doing the right thing for our guests.

Professionally represent the hotel and property when interacting with guests from the community and industry organizations.

Proper uniform is required and maintaining a neat, clean and well-groomed appearance per policy. Must comply with department appearance guidelines.

Attendance at all scheduled training sessions and meetings is required.

Qualification Standards:

The individual must possess the job knowledge, skills and abilities, as well as be able to explain and demonstrate that he or she can perform the essential functions of the job. This being with or without reasonable accommodation, using a combination of knowledge, skills and abilities.

Education: Eighth grade education or equivalent.

Experience: Housekeeping experience preferred.
Other established work record preferred.

Specific job knowledge, skills and abilities:

- Communicate effectively with other employees and guests.
- Follow instructions as directed.
- Ability to read, write and understand basic English.
- Ability to learn and apply hazardous chemical, bloodborne pathogen training.

Physical Requirements:

- Most work performed indoors. Temperature is moderately warm.
- Push or pull equipment weighing up to 50 lbs.
- Stand, walk, climb, bend, and climb stairs.
- Ability scrub surfaces, extending arms overhead and below waist to perform cleaning tasks, and to work in confined areas.
- Lift 35 lbs. occasionally.

Appearance Guidelines:

Hotel Department uniform is required. See Housekeeper dress and appearance guidelines. Also, one must maintain a neat, clean and well-groomed appearance.