

Job Description

Title: Housekeeping Attendant for Lodge

Reports to: Housekeeping Manager

Summary of Position:

Performs routine duties in cleaning and servicing of guest rooms and baths under supervision of housekeeping supervisor. Room attendant promotes a positive image of the property to guests and must be pleasant, honest, and friendly and should also be able to address guest requests and problems.

Duties & Responsibilities:

Maid Service

- Enters and prepares the room for cleaning
- Makes beds
- Dusts the room and furniture
- Replenishes guestroom and bath supplies
- Cleans the bathroom
- Cleans the closet
- Vacuums carpet
- Checks and secures the room
- Replenish amenities according to the operational standards
- Deliver and retrieve items on loan to guests (iron and ironing boards)
- Ensure security of guest rooms and privacy of guests
- Clean guests bathroom/bedroom/floor corridor

Clean Room Service

- Upon the check-out of a guest the room/cabins will be completely stripped of bed lines, towels and garbage
- Room will be completely vacuumed, dusted and bathroom cleaned
- Mirrors cleaned
- Doors wiped down
- Beds will be made with fresh linen
- Bathroom will be cleaned and replenished of all guest supplies
- Room will be checked for any shortages, damages, or security issues
- Porches swept
- Fireplaces cleaned “ashes & garbage”
- Kitchen supplies counted and restocked if necessary (plates, glasses & utensils) “cabins”

The below responsibilities will apply to both jobs listed above

- Create daily job lists and record all serviced rooms
- Maintain equipment in good condition
- Responsible for hotel property in the work area
- Attend to guest calls, guest requests/guest complaints in the area assigned to them
- Authorize to enter in guestrooms for cleaning and providing turndown services as per requirement
- Responsible for following and standard operating procedures
- Responsible for achieving and exceeding the guest satisfaction
- Comply with health and safety regulations and act in line with company policies and licensing laws

Requirements for both positions listed:

- Proven working experience in relevant field
- Ability to work independently and remain motivated
- Able to work with many different types of people
- Positive attitude
- Able to work under extreme pressure
- Helpful with customer service orientation
- Prioritization and time management
- Professionalism along with speed and attention to detail
- Able to work- days, nights, weekends and Holidays
- Housekeepers that clean cabins will use personal vehicle

Print Employee Name: _____

Employee Signature: _____ Date: _____