



Howonoquet Lodge Job Description

Title: Hotel Housekeeper
Class: Service
Status: Full Time/Part-Time
Supervisor: Housekeeping Manager
Effective Date: 2013 / Revised 5/15

Department: Hotel
FLSA: Non-Exempt
Pay Grade: IV
Subordinates: None

Position Summary:

The Hotel Housekeeper is responsible for cleanliness of the hotel guest rooms, facilities and public areas of the hotel. Duties include cleaning guest rooms, tidying up hallways, lobbies and other public areas of the hotel. Daily tasks will include vacuuming, changing sheets and towels, emptying wastebaskets, dusting, scrubbing floors, and any number of other cleaning tasks. Housekeepers also survey rooms after checkout and take note of any damages or missing items. Coordinates cleaning activities with the rest of the hotel staff. Basic cleaning duties as needed to provide excellent service to guests.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- The essential hospitality standards must be used all times when addressing guests and employees: ***eye contact, smile, speak first, engage in polite conversation, speak last, and use the guest surname***
- Deliver excellent customer service.
- Service all guest rooms and corridors.
- Create and work from daily job lists (room status list, arrivals and departure lists)
- Perform basic cleaning duties as directed.
- Coordinates cleaning activities with the rest of the hotel staff.
- Notifies Laundry of any linen needs for the guest rooms.
- Contact or report maintenance problems to Hotel Maintenance staff.
- Keeps a log of daily cleaning activities completed.
- Maintains the cleanliness of individual housekeeping cart.
- Must be courteous to guests.
- Vacuum guest rooms, lobbies, hallways and other areas of the hotel
- Scrub and polish hotel floors
- Sanitize guest room and hotel bathrooms to meet Hotel Standards.
- Change out linens for guests rooms daily or as needed
- Empty wastebaskets daily
- Note any damage to guest rooms and report any missing items
- Report any security issues to the Hotel Manager.
- Maintain personal knowledge by completing in-house training.
- Adhere to all company policies and procedures.
- Assumes responsibility for master keys and other equipment as assigned.
- Adheres to the hotel's code of conduct and grooming and hygiene standards

**Minimum Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, as well as other duties specified by their Supervisor or Manager. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- One to three months of hotel housekeeping experience
- Working knowledge about and handling of chemicals safely and economically.
- Must have good communication skills.
- Detail orientated
- Able to multi-task and carry out instructions
- Must be 18 years of age
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies.

Language Skills:

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions of equipment used.

Mathematical Skills:

Need to have the ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form.

Certificates, Licenses, Registrations:

Must be able to pass extensive background investigation.

Physical Demands:

- Work position: Standing 40%, walking 50%, sitting 10%.
- Back movements: Lifting up to 50 lb. occasionally, carrying, bending, some reaching, some kneeling/squatting, some climbing stairs.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).



Drug Free Work Environment:

Per Federal regulations, must submit to and pass a pre-employment drug and alcohol screening test as well as participate in random drug testing throughout employment.

Work Environment:

Works in areas of the hotel, such as the laundry room, guest rooms and housekeeping, as well as throughout the facility. Sits, stands, bends, lifts, and moves intermittently during working hours. Interacts with hotel staff, housekeeping staff, guests, front desk staff and visitors, etc., under all conditions/circumstances.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____