



Tolowa Dee-ni' Nation/Lucky 7 Casino Enterprises



Position Description

Title: Hotel Houseperson	Department: (103) Houseperson
Class: Service	FLSA: Non-Exempt
Status: Full Time/Part Time	Pay Grade: IV
Supervisor: Hotel Housekeeping Supervisor	Subordinates: None
Effective Date: Revised January 2023	

Position Summary:

Maintain guest corridors, linen closets and other assigned areas in accordance with the standards established by the property. When servicing guests the Houseperson is responsible for being professional, friendly, and helpful. This position also involves room service and assisting guests with their luggage and packages upon arrival and departure.

Essential Duties and Responsibilities:

- 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.
- Assist guests with luggage to and from their rooms promptly upon checking in or when checking out.
- Inform incoming guests of the following while assisting them to their room: storage areas; restaurant hours of operation; location of vending/ice machines; health club information; emergency procedures, equipment, and exit paths.
- Provide the guest with the following information when helping them settle into a room: basic telephone instructions; television channels; procedures for charging items to one's rooms; heating and air conditioning; door lock and key use; room directory; etc.
- Possess knowledge of the community and area in which the hotel is located to assist guests with information on special events (sporting, theater, movies, entertainment, and restaurants).
- Keep bell closet clean and orderly
- Function as a valet parking attendant and doorman as needed.
- Deliver faxes, messages, packages, flowers, wine, and other items to guests in their rooms.
- Service all guest rooms and corridors, in line with company policy.
- Create and work from daily job lists (room status list, arrivals and departure lists)
- Perform basic cleaning duties as directed.
- Contact or report maintenance problems to Housekeeping Supervisor or Front Desk Supervisor.
- Keeps a log of daily cleaning activities completed.
- Maintains the cleanliness of individual housekeeping cart.
- 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 Hospitality Manager.
- Complete in-house training.
- Adhere to all company policies and procedures.
- Maintain the stocking levels of all consumables.
- Assume responsibility for master keys and other equipment as assigned.
- Adheres to the hotel's code of conduct, grooming and hygiene standards.
- Deliver room service orders to guests.

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.
- 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 a drug screening and extensive background check.

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).

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: _____