

FLAGSHIP RESORT DEVELOPMENT

Job Description

Job Title: Guest Room Attendant

Department: Housekeeping

Reports to: Director of Housekeeping

FLSA Status: Non-Exempt

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Summary: Guest Room Attendants are responsible for maintaining the highest standards of cleanliness and customer service in guest rooms in accordance to the organization's mission and vision.

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

- Responsible for thoroughly cleaning all assigned rooms within prescribed guidelines, making sure that the standard room set up is complied with.
- Responsible to continually communicate status of cleaned rooms to designated supervisor through completion of daily assignment sheet.
- Responsible for reporting any damaged or missing items to your designated supervisor and ensuring those items are replaced in a timely manner.
- Responsible to report any lost and found items in accordance to the department's policies and procedures.
- Responsible for assigned key, panic alert, radio and assuring that it is turned in at the end of each shift.
- Responsible to ensure the GRA cart is set up accurately and with the appropriate number of items and replenishing the cart after the shift.
- Responsible for keeping accurate inventory of all items placed in a guest room.
- Responsible to ensure the correct use of cleaning supplies in accordance to the OSHA regulations.
- Responsible for communicating to the Supervisor: no service needed, do not disturbs, no luggage in a stay over, sleep outs, extra guests or any other unusual circumstances.
- Responsible for keeping the linen and supply closets neat, supplied and locked at all times.
- Responsible for keeping chute room door locked at all times.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

Education and/or Experience: Any combination of education and experience provided the required skill and knowledge for the successful performance would be qualifying.

Language Skills: Ability to read and interpret general business policies and procedures. Ability to speak and understand basic English enabling one to respond to guest questions and communicate with other associates.

Mathematical Skills: Basic- minimal required. Must be able to tell time.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to stand and exert well paced mobility for periods of up to four hours in length. Must also have the following abilities: bending, stooping, fingering, reaching, grasping, climbing, lifting, carrying and kneeling. Must be able to lift, push, pull and move a minimum of 25 pounds. May require walking primarily on a level surface for periodic periods throughout the day and move intermittently during work hours. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the work day. Proper lifting techniques required. Repetitive motions are required on a regular and continuing basis to perform all cleaning tasks such as vacuuming, dusting, scrubbing, etc. Must be able to push the housekeeping supply cart continually.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Interacts with guests, family members, personnel, etc., under all conditions and circumstances. Is subject to exposure to

infectious waste, diseases and conditions. Have the knowledge of cleaning up a chemical spill.

I have read and understand the requirements of this position.

Print Name

Date

Signature

Witness/Manager