

Houskeeping Room Attendant Job Description for The Hotel

Job Summary

The Housekeeping Room Attendant is a professional that ensures a positive overall impression of the property as well as providing the necessary service of ensuring clean and comfortable rooms for guests. The impression created by the Housekeeping Room Attendant is crucial to the reputation and success of The Hotel. Therefore, it is essential that Housekeeping Room Attendants be highly thorough and professional in completing their duties.

The Housekeeping Room Attendant positively represents the Hotel through the daily cleaning of assigned guestrooms as per the established standards of cleanliness and through interaction with guests.

The Housekeeping Room Attendant is required to maintain a flexible schedule that includes days, nights, holidays and weekends. This position requires a valid Canadian working permit.

The Hotel encourages all employees to strive for a professional environment that promotes creativity, teamwork and respect and consideration for one another.

RELATIONSHIPS

Reports to the Hotel Operations Manager (on duty) and Housekeeping Supervisor.

DUTIES AND RESPONSIBILITIES

Interpersonal Skills

- Maintains a professional appearance with a positive attitude and is adaptable and flexible.
- Is patient, helpful and is interested in the welfare of the guests and staff.
- Has great attention for detail and works well under pressure in a fast-paced environment.
- Follows staff conduct policies and time management guidelines.
- Is organized and able to prioritize workload.
- Able to multi-task for the benefit of quality services.
- Able to work efficiently and independently with minimal supervision.
- Takes pride in a job well done.

Leadership, Team Building and Performance Management

- Handles negative situation and conflict in a constructive mode utilizing interpersonal and communication skills and techniques taught and promoted within the company.
- Initiates and constructively develops positive team dynamics with management, peers and customers.
- Demonstrates leadership and organizational skills in assisting in the planning and implementing of changes where applicable.
- Initiates communication or dialogue with supervisor or manager when processes, tasks, instructions etc. are not clear.

Communication

- Communicates effectively and in a professional manner to all guests, co-workers and associates of The Hotel.

- Reads the pass on book, personal files and bulletin/message boards daily and communicates effectively with these tools.
- Communicates all pertinent information with fellow co-workers and departments.
- Reports any unusual occurrences or requests to the Hotel Operations Manager or Housekeeping Supervisor.
- Works closely with the Front Desk in keeping room status reports up to date through notification of all check-outs, late check-outs, early check-ins, new reservations, room moves, special requests, stayovers and room availability.
- Documents and coordinates requests for maintenance and repair work with the Maintenance Department.
- Informs the Hotel Operations Manager of the need for additional supplies and items when required. Ensures adequate supplies are available and informs acting supervisor of shortages and inventory counts.
- Uses all communications equipment for the benefit of The Hotel only.
- Attends department meetings.