

# **ARBUCKLE LODGE**

## **ROOM ATTENDANT JOB DESCRIPTION**

Responsible for cleaning guest rooms and common areas of the hotel. Prepare areas for guests according to the policies and procedures of Arbuckle Lodge.

Immediate supervisor – The Head Housekeeper

Personal Qualifications:

1. Be honest, reliable
2. Be ready to begin work at the specified time
3. Be well groomed and aware of personal hygiene; adhere to dress code policy
4. Offer courteous and sincere hospitality at all times
5. Understand what is meant by “good customer service.” (Public will be assured of uniform, efficient, courteous, high quality service in addition to cleanliness of the property.)
6. Communicate and work well with supervisor and hotel employees
7. Take pride in the property and keep it clean and in good repair
8. Maintain cleanliness and orderliness of work areas and carts
9. Use good judgment and common sense
10. Keep all business confidential both on and off duty

Essential job duties and responsibilities:

1. Must be able to push a stocked room attendant cart weighing approximately 200 pounds and reach items on the top of the cart, which is approximately 47 inches from the floor. In addition, must be able to reach the lowest shelf on the cart at an approximate height of 12 inches from the floor.
2. No employee will clock in for another. No employee will be clocked in who is not physically working. No employee will work unless they are clocked in.
3. Check in with your supervisor to pick up time card and sign out a master key.
4. Keep your master keys secure, as well as any room keys collected during cleaning of the guest rooms. Give all room keys to the front desk clerk at the same time you check in your master key.
5. You are part of the hotel’s security team and are responsible to report any potential safety or security hazards to management immediately.
6. Obtain list of rooms to be cleaned from head housekeeper.
7. Honor a “Do Not Disturb” sign on the door. Contact the head housekeeper or front desk clerk for further instructions.

8. Assume responsibility for careful use of supplies issued, for performance of cleaning and maintenance duties, as required by OSHA.
9. Comply with OSHA Hazcomm/WHMIS standards. Know the potential hazards of any chemicals used and the proper protective equipment required. Use protective equipment as directed by Material Safety Data Sheets (MSDS).
10. Thoroughly clean all areas of assigned guest rooms as follows:
  - a. Open window to air out room, weather permitting.
  - b. Strip soiled linens from bed and replace with clean linens. Must be able to reach the top of the bed approximately 20 inches from the floor.
  - c. Check mattress pads, blankets, runners and bedspreads for cleanliness and stains.
  - d. Strip all soiled towels from the guest room and bathroom area and replace with clean towels. Must be able to reach the towel holder approximately 42 to 60 inches from the floor.
  - e. Scrub bathroom vanity. Must be able to reach a height of 36 to 40 inches.
  - f. Scrub toilet. Must be able to reach a height of approximately 18 inches from the floor.
  - g. Scrub bathtub, reaching an approximate height of 75 inches to the top of the shower wall and approximately 2 to 15 inches from the bottom of the bathtub to the top of the tub.
  - h. Clean bathroom mirror. Must be able to reach height of approximately 42 to 70 inches.
  - i. Scrub bathroom floor.
  - j. Stock guest room and bathroom with clean linens and guest supplies such as towels, soap, brochures, directories, coffee, etc.
  - k. Clean and sanitize guest room ice buckets as required.
  - l. Check television and HVAC unit to make sure they are operational. Set HVAC as instructed by head housekeeper.
  - m. Clean microwave, refrigerator, coffee pot, iron and other items in guest room as directed.
  - n. Dust all areas of guest room as listed below. Must be able to reach up to 86 inches from floor, or use step ladder to assist.
    1. Credenza
    2. Desk
    3. Coffee table
    4. End table/nightstand
    5. Television
    6. HVAC unit
    7. Guest room mirror
    8. Headboards
    9. Pictures
    10. Window sill
    11. Blinds or drapes

12. Door frames
  13. Light fixtures and light bulbs
  14. Any other items as necessary
  - o. Before vacuuming, check behind and under furniture and bedskirts for any trash.
  - p. Vacuum guest room, hallway and public area carpets. Must be able to lift/push vacuum averaging 20 pounds.
  - q. Spot clean carpets and furniture.
11. Using the room attendant's form, note any missing linen or articles from guest rooms and any maintenance needed.
  12. Advise the head housekeeper or management immediately of any necessary repair or maintenance in guest rooms by use of the maintenance request card
  13. Take all lost and found items to the front desk cler, tagged with a note indicating the room number, articles, date and name of room attendant.
  14. Restock room attendant cart at the end of the shift as directed by the head housekeeper or manager
  15. Make sure all dirty linens get to the laundry room throughout the day in a timely manner
  16. Keep room attendant carts and storage areas neat and organized.
  17. Empty vacuum cleaners daily and take garbage to outside garbage dumpster

Other duties and responsibilities:

1. Perform any additional duties that the head housekeeper or manager assigns
2. Perform general cleaning in all other areas of the hotel such as office, lobby, hallways, laundry room, public restrooms, pool area, breakfast room, fitness center, business center and outside.
3. Wash guest room and public area windows as required
4. Sort soiled laundry if directed
5. Restock linen and storage areas. Must be able to reach a height of 6 to 60 inches.
6. Restock room attendant's cleaning supplies. This requires lifting chemicals weighing approximately 25 pounds to a shelf 8 to 72 inches from the floor.
7. Deep clean guest rooms and public areas as required, following the deep cleaning checklist
8. Clean the HVAC unit filters and covers as required.
9. Clean the guest bathroom exhaust fan and lights as required. Must be able to reach a height of approximately 96 inches using a step stool.
10. Rotate guest room mattresses as required.
11. Must be able to maneuver up and down stairs

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (emergencies, changes in personnel, work load, etc.)

I acknowledge that I have received, read and understand this job description. I have also received a copy of the Laundry and Room Attendant Job Descriptions.

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Employee signature

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Date