



Laundry Attendant

Job Description

JOB DESCRIPTION

The Laundry Attendant works with the Housekeeping Team primarily in our commercial laundry facility, whose responsibilities include cleaning and storing linens in a timely, organized manner to ensure that hotel's laundry and linen needs are met. The Laundry Attendant may also be scheduled to assist Housekeepers in cleaning guest rooms and public space areas as needed.

RESPONSIBILITIES

Responsibilities would include, but are not limited to:

- Receive soiled and sort all articles by kind, color and degree of soil. Inspect all laundry and linens and record all damaged or stained items;
- Operate washers and dryers according to hotel standards and manufacturers' guidelines;
- Monitor laundry supplies and equipment to ensure they are sufficient and in working order;
- Fold and store clean linens, report damages to supervisor;
- Clean and service assigned rooms or areas according to established standards and procedures including making beds, dusting, vacuuming, cleaning and sanitizing bathrooms, removing trash, etc. May include cleaning the kitchen area, room refrigerator, microwave, coffee maker, dishware, etc.;
- Respond to guest complaints, special requests and ensure corrective action is taken to achieve complete guest satisfaction;
- Minimize waste of supplies and amenities within all areas of the laundry and housekeeping;
- Handle all lost and found items according to established procedures;
- May regularly assist with deep cleaning projects;
- Promote teamwork and quality service through daily communication and coordination with other shifts and departmental management;
- Ensure compliance with federal, state and local laws regarding health and safety services;
- Perform other duties as assigned.

REQUIREMENTS

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities:

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Working knowledge of applicable sanitation standards.

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- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems.
- Must be able to stand and exert well-paced mobility for up to 4 hours in length.
- Must be able to lift up to 50 lbs. on a regular and continuing basis.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. on a regular and continuing basis.
- Must be able to exert well-paced ability in limited space.
- Must be able to bend, stoop, kneel, squat and stretch to fulfill cleaning tasks.
- Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.

QUALIFICATION STANDARDS

- High school or equivalent education preferred.
- Prior hotel housekeeping or laundry experience is preferred but not required.
- Licenses or Certificates Not Applicable.
- All employees must maintain a neat, clean and well-groomed appearance per Inn standards.

ENGAGES OTHERS

- Treats others with respect.
- Is accepting of others of all backgrounds.
- Listens to others input, and values diverse perspectives.
- Consistently behaves in accordance with company values and ethical principles.
- Shows consistency between words and actions.
- Demonstrates openness to feedback and willingness to grow and learn.
- Is confident and maintains composure even in stressful situations.

CONTRIBUTES TO TEAMWORK

- Looks for ways to collaborate and involve others with interest in an issue.
- Prioritizes team success over individual gain.
- Builds relationships with key individuals.

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