



Housekeeper

Job Description

JOB DESCRIPTION

Clean guest rooms in accordance with established quality and performance standards to allow a sufficient quantity of vacant and clean guest rooms for sale. Clean occupied guest rooms. Clean and reset guest bedroom and bathroom areas according to established standards. Organize and stock cleaning cart and organize linen closets on floors assigned. Complete accurately, and in a timely manner, any assigned paperwork. Prior hotel housekeeping experience is strongly preferred. This position requires flexible availability as the shifts/schedule will change based on business needs. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

RESPONSIBILITIES

Responsibilities would include, but are not limited to:

- Flawlessly and efficiently execute four-diamond standards by maintaining the cleanliness of all guestrooms and common areas in accordance with Inn standards expectations;
- Adhere to key security and proper key checkout procedures;
- Properly change bed linens, sanitize and clean restrooms, dust all room surfaces, clean mirrors, fixtures and floors;
- Perform laundry duties including operating commercial washers and dryers, spot cleaning linens, and folding linens and towels;
- Supply rooms with all amenities, linens and special items as requested and assure that room meets Inn standards prior to guest occupancy;
- Maintain housekeeping workstations and carts, including stocking with sheets, pillowcases, towels, and all amenities;
- Complete daily housekeeping reports as required. Enter proper code via computer to update room status on the Inn reservations system;
- Field guest complaints and help resolve complications associated with housekeeping issues;
- Follow established safety and security guidelines;
- Greet guests with a friendly and sincere welcome, use a positive, clear speaking voice, listen attentively to understand guest requests, respond with appropriate action, and provide accurate information about our local area such as points of interest, places to shop and eat;
- Keep a clean, well organized work area. Help with decorating the inn during holidays and special occasions.

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.

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- 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.
- 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 experience is strongly preferred.
- 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.

Lord Camden Inn & Grand Harbor Inn are an Equal Opportunity Employer (EOE).