



**Job Title:** Houseman Attendant

**Department:** Housekeeping

**Reports To:** Housekeeping Director/Manager/Supervisor

**Job Summary:**

The hotel houseman is expected to perform cleaning duties, utilizing tools and equipment provided for specific tasks. Cleaning tasks require communication and coordination with all members of staff. Works under the supervision of the Client's designated representative but may be expected to perform tasks independently. The job requires flexibility between AM & PM shifts.

**Essential Duties and Responsibilities:**

- Clean guest rooms, corridors, lobbies, stairways, elevators, and lounges as well as back-of-house common areas.
- Distribute linen, towels, and room supplies using wheeled carts or by hand.
- Replace dirty linens with clean items.
- Inspect and turn mattresses regularly.
- Store all dirty laundry in line with company policy.
- Check that all appliances in rooms are in working order.
- Realign furniture and amenities according to the prescribed layout.
- Respond to guest queries and requests.
- Respond to calls for housekeeping problems such as spills and broken glass.
- Deliver any requested housekeeping items to guest rooms.
- Remove room service items.
- Ensure confidentiality and security of guest rooms.
- Follow all company safety and security procedures.
- Report on any maintenance issues or safety hazards.
- Observe and report damage to hotel property.

**Qualification Requirements:**

- Knowledge of cleaning and sanitation products, techniques, and methods.
- Knowledge to recognize sensitive materials and biohazards.
- Knowledge of operating cleaning equipment.
- Must be able to understand, speak, read, and write basic English. Must be able to read and comprehend simple instructions.
- The worker frequently is required to talk or hear and take directions from supervisors.
- Organized with attention to detail.
- Adaptable to changing team or work conditions and to working with others.
- Displays integrity, honesty, and reliability.

**Physical Requirements (Including But Not Limited To):**

- Ability to lift, bend, stoop, push, or pull heavy loads up to 50lbs
- Ability and willingness to work safely
- Ability to stand and walk for long periods of time
- Ability to push and/or pull wheeled carts weighing up to **50 lbs.**

**Performance Standards:**

- Occasional ascending or descending ladders, stairs, and ramps.
- Perform other duties as requested.

**This is a full-time position, and as such, hours and days to work WILL fluctuate up to and including weekends and holidays.**