



Job Title: Public Area Attendant

Department: Housekeeping

Reports To: Housekeeping Director/Manager/Supervisor

Job Summary:

To maintain public space areas and other designated areas, fulfill guests' requests in an orderly and timely manner, and consistently maintain all standards of quality and service.

Essential Duties and Requirements:

- Check designated areas throughout the day for general condition, i.e., guest bathrooms, fitness center, lobby, bridge, hotel entrance, pool restrooms, employees' restrooms, and locker rooms.
- Replenish lobby towels, tissue, toilet paper, toilet seat covers, and soap dispensers accordingly throughout the day.
- Wipe down all dispensers in the bathroom to ensure that they are dust/spot free.
- Clean all mirrors.
- Wipe down all basins, clean and sanitize toilets, and wipe down counter tops.
- Sweep carpets and vacuums, if necessary, and pick up any/all debris.
- Sweep and maintain the hotel's main entrance and the hotel's entrance signs.
- Collect trash from Executive Offices, HR, Accounting, Sales, and Catering as needed, and transport trash to the designated dumpster.
- Respond to guest calls in a timely manner.
- Report maintenance work tickets according to procedures.
- Attend and participate in the 10-minute pre-shift meeting briefings.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of chemical cleaning and the operation of various cleaning equipment.
- Ability to extend arms, bend, stoop, stand, and walk in public areas for extended periods of time.

- Ability to communicate effectively, both verbally and in writing, to provide clear directions on guests' requests.
- Ability to understand and follow directions and perform job functions under limited supervision.

Education and Experience:

- **Education:** A high school education or its equivalent is preferred.
- **Experience:** Previous Housekeeping experience preferred. Work in the hospitality industry is a plus.
- **Basic Expectations:** Have a high degree of self-motivation and the ability to work independently. Ability to work under pressure in a demanding environment. Bright and organized, detail-oriented, confident, and efficient person with great people skills and a can-do attitude.
- **Language Skills:** Must be able to understand, speak, read, and write basic English. Must be able to read and comprehend simple instructions. Be able to effectively present information to customers, clients, and other employees within the organization.
- **Reasoning Ability:** Must be able to apply common sense to carry out simple written or verbal instructions. Must be able to work with minimum supervision.

Physical Requirements (Include But Are Not Limited To):

- Constant standing and walking throughout.
- Frequent lifting and carrying up to **50 lbs.**
- Frequent kneeling, pushing, pulling, lifting.
- Must be able to bend, stoop, squat, and stretch to fulfill cleaning tasks.
- Occasional ascending or descending ladders, stairs, and ramps.
- Requires reaching with hands and arms, often stopping to kneel, crouch, or crawl.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening, and hearing ability, and visual acuity.
- Perform other duties as requested, such as cleaning unexpected spills and executing special guest requests.

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