



**Job Title:** Room Attendant – Daytime Labor

**Department:** Housekeeping

**Reports To:** Housekeeping Executive/Manager and/or Supervisor

**Job Summary:**

Performs routine duties in cleaning and servicing guest rooms and baths under the supervision of the housekeeping management. Room attendants promote a positive image of the property to guests and must be pleasant, honest, and friendly, and should also be able to address guest requests and problems.

**Job Responsibilities:**

- Report in full uniform at the start of the shift to pick up assignments, master key, cleaning supplies, and clean linen.
- Ensure that the key is never lent to anyone and remains the sole responsibility of the room attendant. Keys that are lost after being assigned will result in disciplinary action.
- Collect the trolley and commence cleaning departure rooms.
- Rooms with a 'Do not disturb' card should not be knocked or entered. The supervisor will call the guest at 2 pm if the card is still on the door.
- While working in occupied rooms, the door should always be kept closed with a card outside explaining that the room is currently being cleaned. The door can be left open in departure rooms.
- Report any maintenance work to the supervisor or the HK Office straight away.
- Any guest property found in a departure room should be brought to the HK Office immediately.
- Bed linen and towels must be renewed in all rooms and replaced according to hotel guidelines.
- Windows must be cleaned daily in accordance with hotel guidelines.
- All rooms must be cleaned to hotel standards.
- Trolleys should be kept neat and tidy throughout the day.
- Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis.
- Any guest laundry found in occupied rooms should be brought to the HK Office immediately.
- All room service trays and trolleys must be removed from the guestrooms and placed outside the door for collection.
- Always remain vigilant and report any suspicious packages or persons while working around the resort.
- Before going off shift, the trolley should be restocked, cleaned, and put away.

- Supervisor will sign the rooms list at the end of the shift after inspecting the room.
- Adhere to the hotel fire, health, and safety regulations.
- Follow Housekeeping guidelines regarding awareness of safety hazards (i.e., Broken glass, frayed electrical wires, broken locks, etc.) and report to the Housekeeping Manager any issues
- Have absolute respect for guest property at all times.
- Practice safety standards at all times.
- Monitor responsible care of equipment.
- Remain alert, courteous, and helpful to guests and colleagues at all times.
- Provide excellent customer service at all times.
- Each colleague is expected to carry out all reasonable requests by management that the colleague is capable of performing.

### **Qualifications:**

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

- **Education:** A high school education or its equivalent.
- **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, organized, detail-oriented, confident, and efficient individual with excellent 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 Aspects of Position include but are not limited to the following:**

- Constant standing and walking throughout.
- Frequent lifting and carrying up to **25-40 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.**