

Job Description: Housekeeper

Summary:

Reporting to the Housekeeping Manager, the housekeepers keep the hotel in pristine condition.

Job Requirements:

- Professional, articulate, friendly, and punctual
- Possesses and exhibits the drive to provide exceptional service with an eye for detail
- Flexible hours are required (able to work days, nights, weekends, holidays)
- Must be able to perform a physical job for 8 hours; bend, push, pull; lift 50 lbs
- Professional appearance appropriate for a luxury hotel

Skills:

- Able to work at a rapid pace while maintaining attention to detail; ability to multi-task
- Must be skilled in time management
- Must work well in a team environment

Attitude:

- Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the guests and exceed their expectations
- Must be flexible and able to adjust to meet the changing needs of guests
- Must maintain a level of professionalism and communicate effectively
- Must show enthusiasm for the job, the restaurant and the hotel
- Must be considerate, patient and willing to help out fellow employees
- Must have a good self-image
- Must be able to tolerate pressure and work calmly and efficiently during busy times.
- Possess the highest work ethics, personal morals and honesty beyond reproach

Duties:

- clean corridors, lobbies, stairways, elevators and lounges as well as guest rooms
- organize work schedule from the room status list, arrivals and departures
- distribute linen, towels and room supplies using wheeled carts or by hand
- restock room supplies such as drinking glasses, soaps, shampoos, writing supplies, mini bar
- replace dirty linens with clean items
- inspect and turn mattresses regularly
- store all dirty laundry in line with company policy
- monitor guest laundry bags
- replace laundry bags and slips
- check all appliances in rooms are in working order
- realign furniture and amenities according to prescribed layout
- respond to guest queries and requests
- respond to calls for housekeeping problems such as spills, broken glasses
- deliver any requested housekeeping items to guest rooms
- remove room service items
- organize and restock cart at the end of the shift
- ensure confidentiality and security of guest rooms
- follow all company safety and security procedures
- report any maintenance issues or safety hazards
- observe and report damage of hotel property
- perform additional duties as required