

ROOM ATTENDANT

Job Code:	RA	Division:	
Branch:		Department:	HOUSEKEEPING
Reports To:	EXECUTIVE HOUSEKEEPER	Pay Grade:	
FLSA Status:	Exempt	Employee Type:	FULL TIME
Prepared By:	Dan Waller	Date Prepared:	05/17/2013
Approved By:	Dan Waller	Date Approved:	05/17/2013

Summary

At Schahet Hotels we want our guests to relax and be themselves which means we need you to:
Be you by being natural, professional and personable in the way you are with people
Get ready by taking notice and using your knowledge so that you are prepared for anything
Show you care by being thoughtful in the way you welcome and connect with guests
Take action by showing initiative, taking ownership and going the extra mile
Treat all others with Respect, treating guests and fellow associates the way you want to be treated
Demonstrate Integrity in all you do. Seek to always do the right thing, whether working in a group, team, or alone.
Always be at the Service of our guest as well as fellow associates or managers. We believe that Service is making the reach to help or be of Service to all.
Celebrate successes. Show Excitement in your work, the way you smile and greet others, the good news of others successes or awards. Participate in group and team activities either by your active support and participation or by your presence in the group.

Cleans rooms and public areas in hotel by performing the necessary duties

Essential Duties & Responsibilities

- Sorts, counts, folds, marks, or carries linens.
- Cleans guest rooms, including guest bathrooms and kitchen area if applicable, according to company and franchise standards including, but not limited to: making beds; emptying wastebaskets; emptying and cleaning ashtrays; moving furniture; hanging drapes; sweeping, scrubbing, waxing, and polishing floors; and dusting furniture
- Replenishes supplies such as drinking glasses, writing, bathroom supplies, and linen.
- Deep cleans areas as directed by supervisor including, but not limited to: cleaning rugs, upholstered furniture, and draperies; washing walls, ceilings, and woodwork, windows, door panels, and sills
- Transports trash and waste to disposal area.
- Replaces light bulbs

Other Duties

All other duties as assigned

Qualifications

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.
Less than high school diploma; or up to one month related experience or training; or equivalent combination of education and experience.

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.

Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.

Supervisory Responsibilities

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to walk; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to sit and taste or smell.

The employee must regularly lift and /or move up to 50 pounds.

Training

Must complete all Brand and Corporate training within guidelines and timeframe.

Decision Making

- Identifies and resolves problems in a timely manner;
- Responds promptly to customer needs; Responds to requests for service and assistance;
- Team Work - Contributes to building a positive team spirit.
- Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
- Organizational Support - Follows policies and procedures including but not limited to, dress code policies
- Adaptability - Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Dependability - Follows instructions, responds to management direction; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Asks for and offers help when needed.
- Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently.
- Professionalism - Treats others with respect and consideration regardless of their status or position.
- Quality - Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner.
- Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Financial Responsibilities

Use common sense in the use of company assets and protecting assets of guests and other associates.

Communication

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.

Results of Action

Spotless clean room and Superior Guest Survey Scores

Equipment Used

All essential cleaning tools and products to perform assigned duties

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to work near moving mechanical parts; fumes or airborne particles and toxic or caustic chemicals. The employee is occasionally exposed to wet or humid conditions (non-weather); work in high, precarious places; extreme cold (non-weather); extreme heat (non-weather) and risk of electrical shock.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

Employee's Signature

Date

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