



PYRAMID
HOTEL GROUP
Job Description

Position Title: **Room Attendant** Department: **Housekeeping**
FLSA: **Non-Exempt** Typically Reports To: **Executive Housekeeper,
Assist Exec Housekeeper,
Housekeeping Supervisor**

JOB OVERVIEW:

Clean guest rooms and/or suites in a timely and thorough manner to ensure total guest satisfaction.

DUTIES AND RESPONSIBILITIES:

- Clean and service assigned rooms or areas according to established standards and procedures including making beds, dusting, vacuuming, cleaning and sanitizing bathrooms, removing trash, etc. May include cleaning of kitchen area, room refrigerator, coffee maker, cups, glasses, silverware, etc.
- Notify supervisor when service is complete so rooms may be sold or occupied. Report any room unable to be serviced to supervisor according to established procedures.
- Report to supervisor needed repairs or unsafe conditions.
- Respond to guest complaints, special requests and ensure corrective action is taken to achieve complete guest satisfaction.
- Monitor and control supplies and amenities, and minimize waste within all areas of housekeeping.
- Report, turn in, and/or log all lost and found items according to established procedures.
- Promote teamwork and quality service through daily communication and coordination with other departments.
- May regularly assist with deep cleaning projects.
- May assist with other duties as assigned.
- May have turndown duties.
- Participate in our recycling programs and procedures

QUALIFICATIONS AND REQUIREMENTS:

Basic reading, writing, and math skills. Some housekeeping experience and ability to speak English preferred.

This job requires ability to perform the following:

- Carrying or lifting items weighing up to 50 pounds and pushing approximately 200 pounds
- Frequently standing up and moving about the facility
- Frequently handling objects and equipment to maintain the facility
- Frequently bending, stooping, and kneeling,

Other:

- Communication skills are utilized a significant amount of time when interacting with guests and team members.
- Basic reading, writing, and math abilities are utilized often when reading room assignments, completing checklists, replacing room linens and amenities.
- Basic Computer knowledge (ie, being able to operate the computer without supervision)
- Basic to intermediate hospitality vocabulary is used while interacting with guests, and team members

Basic:

Making small talk
Survival basics
Knowledge of basic hospitality vocabulary

Intermediate

Safety and Hygiene terms

- May be required to work nights, weekends, and/or holidays

Work Area: *Housekeeping areas, guest rooms, guest corridors, service elevators*

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job. This position is classified as non-exempt (per the Fair Labor Standards Act) and is subject to overtime in accordance with Federal and State Regulations.

Employee Name (Print)

Employee Signature

Date