



Job Description

Position: Housekeeper
Department: Housekeeping
Reports To: Housekeeping Manager

SUMMARY:

Housekeepers provide excellent guest service to all Resort guests. Housekeepers also provide all guests with clean and comfortable lodge rooms, cottages and villas, clean and maintain all public areas to the Resort standard.

DUTIES AND RESPONSIBILITIES:

General Responsibilities for Housekeepers:

- Provide exceptional guest service
- When operating golf carts you must follow all signs and speeds.
- To turn in all *Lost and Found* items to the housekeeping office daily.
- To ensure all keys and radios are signed out and in before leaving your shift daily.
- To report to work well groomed with a clean uniform and your name tag on at all times when on duty.
- To develop and maintain an excellent working relationship with all departments and personnel.
- To perform additional tasks when required by your Manager.

Room Attendant:

- To operate, clean, and maintain daily assignments as designated by the Housekeeping Manager
- To provide janitorial services as required and assigned by Housekeeping Manager
- To clean all guest room washrooms and replenish linen.
- To change and make guest room beds to hotel standard.
- To sort and separate soiled linens.
- To wet wipe and dust all furniture and artwork in guest rooms or units
- To vacuum, carpets and wash floors in guest rooms or units
- To replenish all required amenities and supplies required in guest rooms or unit
- To clean all appliances in guest rooms or units.
- To separate and store all recyclables in the proper storage bins.
- To remove all garbage and cardboard and put in proper bins daily.
- To clean and maintain room attendant closets, or golf carts.
- To have a clean and tidy, well stocked room attendants cart or golf cart

Janitorial:

- Provide deep cleaning to various departments.....

JOB REQUIREMENTS:

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Must possess basic computer skills.
- Many work tasks are performed outdoors. Temperature and precipitation is not controlled by hotel environmental systems.
- Must be able to sit at a desk for up to 1 hour per day. Walking and standing are required during the rest of the working day. Length of time of these tasks may vary from day to day and task to task.
- Must be able to exert well-paced ability to reach other departments of the hotel on a timely basis.
- Must be able to bend, stoop, squat and stretch to fulfill cleaning/inspection tasks.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and subordinates.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.