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| **Job Title:** | **Room Attendant** | **Division:** | Housekeeping |
| **Reports To:** | Head Housekeeper | **Original Date:** | Jan 1, 2021 |
| **Number of Direct Reports:** | N/A | **Revision Date:** |  |

**JOB SUMMARY**

Reporting to the Head Housekeeper, the Room Attendant is responsible for cleaning assigned guest rooms according to the standards of Amsterdam Inn & Suites, including the daily changing of bed linens, replacing towels, windows, fridges, cleaning the bathroom, dusting, vacuuming carpets and the removal of garbage and recyclables. Ensure all corridors, housekeeping closets and public areas are cleaned to company standard. Complete daily assignment sheets and document any deficiencies in the guest rooms.

**DUTIES & RESPONSIBILITIES**

The following is a list of the essential duties and responsibilities of this job. The tasks and time spent performing each task may vary as business needs require. The management of Amsterdam Inn & Suites maintains the right to modify job duties and responsibilities at its discretion.

**DUTIES**

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| * Follow policies and procedures and standards of Amsterdam Inn & Suites
* Follow all safety and security procedures and regulations while performing daily duties
* Strip and make all bed types (King, Queen, & Double) during your shift. (The number of rooms to clean will vary depending on occupancy)
* Dust shelves, artwork in rooms and wipe windows
* Clean entire bathroom, including the bathtub, walls, mirror, shelves, floors, and sink
* Dust and clean kitchen counter, cabinets and all appliances
* Empty all the trash and leave clean trash cans in each assigned guestroom
* Vacuum and mop each assigned guest room on a daily basis
* Clean guest rooms and restock with appropriate supplies
* Use proper chemicals to clean rooms and common areas (lobby, public washrooms, etc)
* Obtain a housekeeping cart at the beginning of the shift and store it in the appropriate place at the end
* Follow the daily checklist and make sure every item on the list is covered
* Turn in keys and unused supplies at the end of each shift
* Maintain uniform and grooming standards (especially footwear) in accordance with standards and procedures of the Amsterdam Inn & Suites
* Cater to guest requests
* Report guest issues to the Head Housekeeper
* Perform all duties assigned by the Head Housekeeper
* Perform “house person” duties when assigned such as Public Areas
* Must be fully prepared for emergency procedures (i.e. use of fire extinguishers, fire alarms & other safety requirements, including the providing of emergency medical assistance
* Perform other duties as they may be assigned by the management
* Performs small maintenance tasks as required - battery changes, toilet issues, tv issues, loose screws, light bulb changes, etc…..
* Maintain cleanliness of the filters in the heat pumps
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**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty listed above satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Employees who do not possess the requirements for a job at the time of hire are expected to attain the skills, knowledge and abilities required within a specified period of time as agreed upon, in writing, with the Head Housekeeper. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Characteristic and Ability Requirements**

* Proven cleaning ability with attention to detail
* Approachable, pleasant, polite
* Able to work quickly, meet deadlines
* Self-starter and able to work with minimum supervision
* Must be able to understand both oral and written English
* Ability to meet the physical demands of the position
* Able to work various shifts, including weekends and holidays

**Educational Requirements**

* Education Required: N/A
* Other Education/Certification/Training preferred: N/A

**Work Experience Requirements**

* Work experience required: Previous housekeeping experience is an asset
* Job related experience required: Knowledge of cleaning techniques and products an asset

**Other Requirements**

* N/A

**Technical Requirements**

* Equipment: N/A
* Software: N/A
* Other: Working knowledge of cleaning chemicals

**Competencies**

* **Customer Focus** - Efficiently and effectively addressing the needs of our customers by asking questions to identify and understand their needs, interests, and goals. Provide prompt, efficient, and personalized assistance to meet the requirements, requests, and concerns of customers. Ensuring accurate and timely information is provided to our customers and inform them of commitment times or performance guarantees. Follow up with customers following service delivery to ensure issues/concerns are resolved, adjust services based on customer feedback and anticipate the future needs of the customer. Project a professional image of oneself and the organization.
* **Teamwork** – Willing to work as a team by understanding one’s role in a team, choosing the right behaviours and developing constructive and cooperative working relationships with others to achieve the team’s objectives. Effectively communicating within the team to encourage others to express their ideas and opinions, as well as, offer constructive criticism in a supportive and positive manner. Working tactfully and diplomatically to handle conflicts and build consensus among the team members in order to achieve positive results for all parties involved and to provide high levels of customer service. An understanding and acceptance in supporting all aspects of the Exit 153 Restaurant / Amsterdam Inn & Suites, operations as required.
* **Problem Solving and Decision-Making** - Demonstrating an ability to anticipate or identify the existence of a problem and understand its true nature by recalling the information learned previously or seeking additional information relevant to solving the problem. Developing and weighing a variety of high-quality alternative approaches in order to choose the best solution to the problem. Implementing a realistic approach for the chosen solution in a timely manner. Evaluating the outcomes of the implemented solution to assess the need for alternative approaches and to identify lessons learned.
* **Professionalism** - Exhibiting professionalism at all times by maintaining a professional demeanor through one’s conduct and disposition to the guests, displaying traits such as respect, friendliness, honesty and dependability to provide exceptional service. Complying with the specific standards set by the organization regarding appropriate dress and personal hygiene for the worksite. Demonstrating composure with stressful or difficult situations, and accepting criticism tactfully to learn from it.
* **Dependability and Reliability** - Demonstrating consistency and predictability in all aspects of the job by fulfilling obligations and taking accountability for one's work. Complying with organizational rules, policies, and procedures. Diligently following through on commitments and consistently completing assigned tasks by deadlines with minimal supervision. On time for work as scheduled and punctual for scheduled meetings or appointments. Thoroughly checking work to ensure that all essential details have been considered and take prompt action if errors or inconsistencies are noticed.

**Physical Requirements**

* This position requires a moderate level of physical exertion; standing for long periods of time; occasional lifting of up to 25 pounds. A low intensity of sensory effort is required.

**Working Conditions**

* This position requires the individual to perform primarily indoors, with exposure to chemicals and odours.

I, , hereby acknowledge that I have received the Job Description and the Tasks for Room Attendant position. I have read and understand the aforementioned Job Description and Duties and have received my own copy. I also acknowledge that I was given the opportunity to have any questions regarding my Job Description and Tasks clarified.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_