



Ho-Chunk Nation

Job Description

TITLE: Room Attendant		JOB CODE: RWDA	
Business – Hotel		EEO: 8	PAY GRADE: 8
Non-Exempt	Flex	FUNDING SOURCE: NPD	HO-CHUNK PREFERENCE

“All employees are subject to the Drug, Alcohol and Controlled Substance Policy.”

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

POSITION OVERVIEW

Responsible for the upkeep, cleanliness, and maintenance of rooms in a multi-level, multi-functional facility, assuring a safe and healthy environment to its guests and staff members which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Practice excellent guest service and hospitality skills daily.
2. Maintain the cleanliness of a multi-level hotel and its common areas; halls, lobbies, bathrooms, lounges, closets, pool building, RV comfort station, and vending areas.
3. Each shift will polish, clean and disinfect all fixtures; floors, mirrors, windows, doors, and walls throughout the entire hotel property daily.
4. Stock guest rooms with linens and amenities based on the standards. Provide guests with additional supplies when requested.
5. Inspect rooms to insure standards have been met; cleanliness, appearance and fixtures function properly. Report any deviation of room standards to proper staff immediately for prompt resolution.
6. Responsible for cleaning and securing guests' rooms unsupervised. Collect items left behind and submit items to lost and found with description slip. Report any dangerous or illegal items to supervisors or security.
7. Maintain the supplies and cleanliness of housekeeping closets, shelves and carts. Organize and restock supply shelves, restock carts, and remove trash or dirty linens. Keep carts and closets operable.
8. Each shift will properly collect and dispose of all trash/waste materials using specified bags and containers daily.
9. Perform deep cleaning of the facility, rooms and common areas. Run carpet cleaning machines, floor scrubbers, while detail cleaning rooms and common areas thoroughly.
10. Working knowledge of laundry operations. Being able to go into the laundry area and turn over linens. Pull laundry chute, sort and weigh linens, load washers and dryers, operate ironer and towel folder, and restock housekeeping linen racks.
11. Know and understand all facets of the hotel, including room types and rates, services offered, Food and Beverage outlets and convention floor layout and features.
12. Safely operate equipment and use supplies as trained to maintain hotel operation at peak efficiency.
13. Perform preventative maintenance to ensure equipment operates effectively to maintain a healthy facility environment.
14. Be aware of safety and security issues at all times and report unsafe conditions or apparent security issues at once.
15. Learn about the facility and events. Offer our guests information on rooms, rates, packages, promotions, and facility layout.
16. Remove guest requested items, such as roll away beds, cribs, and refrigerators.

17. Perform duties while wearing PPE (Personal Protective Equipment) as recommended.
18. Other duties as assigned by management.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interacts with internal and external guests on a daily basis
Freedom to Act	Subject to regular review by supervisor

MINIMUM QUALIFICATIONS

EDUCATION:

1. High School Diploma or equivalent.

ESSENTIAL:

1. Must be bondable.
2. No record of theft.

EXPERIENCE:

1. One (1) – two (2) years of hotel housekeeping-related experience beneficial.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must be able to take orders, receive multiple requests, follow directions, complete a high workload of duties, complete additional training, and adhere to a dress code.
2. Ability to communicate clearly and effectively verbally and in writing.
3. Present a positive and professional attitude and work well in a team.
4. Regular attendance and punctuality is required.
5. Demonstrate excellent time management and multitasking skills.
6. Ensure working transportation.

WORK PLACE RESPONSIBILITY

1. Create a safe and healthy work place environment.
2. Keep an organized work area to insure efficient use of time.
3. Establish a good working relationship with team members and assisting departments.
4. Provide top-notch customer service in rooms and in common areas.

WORKING CONDITIONS

1. Work based on business demands consisting of nights, weekends, and holidays.
2. Perform the physical demands of a room attendant and be able to stoop, kneel, reach, push, pull, bend, twist, lift and climb.
3. Work requires visual acuity, color perception, sense of smell and touch, and hand-eye coordination.
4. Be able to lift 25 lbs. continuously and occasionally 50 lbs. Push or pull 75 lbs. and seldom lift 100 lbs. with assistance.
5. Must work with various chemicals and wear the proper Personal Protective Equipment.