

Position: Public Area Cleaning	Department: Rooms (Housekeeping)	Supervisor: Executive Housekeeping	
Job Titles Supervised: None	Date: October 6, 2017	FLSA: Hourly (Non-Exempt)	Benefits: Eligible if Full Time

Overview:

The Public Area Cleaner safely and efficiently ensures all areas of the hotel are cleaned to specified standards to achieve high levels of guest satisfaction.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- ***Working Safely*** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive “can do” attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly “hello.” Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Clean and maintain public areas, i.e. meeting rooms, lobby, hallway, elevators, stairway, public restrooms (restock supplies), guest laundry room, employee break room i.e. empty trash receptacle, empty lint traps on dryers, vacuum and/or mop floors, wipe down machines, mirrors, restock paper cups for water coolers
- Clean Fitness Center and check to make sure all equipment is in working order, as directed by hotel
- Post safety signage, i.e. wet floor signs
- Wear protective gear such as gloves, goggles, kneepads to work safely and prevent injury
- Clean office areas and removes trash
- Appropriately stock and maintain coffee station, as directed by hotel
- Sweep and clean car port area, as directed by hotel
- Receive stock and place it in it's appropriate place
- Read and follow safety labels on chemical bottles (Do Not Mix); understands the uses of all cleaning equipment; refer to MSDS sheets before use
- Operate hotel equipment in a safe and efficient manner:
Equipment may vary at location but may include: Power Washer, Carpet Cleaner, Leaf Blower, Lawn Mower, Parking Lot Sweeper, Snow Blower
- Assist the Front Desk with any requests, i.e. delivering faxes, daily newspapers, amenities, etc.
- Assists the Housekeeping/Laundry department as needed

Skills Required:

Provide high level customer service, communicate effectively with guests and team members, follow instructions, ability to learn quickly, pay attention to detail, and maintain composure when working under pressure

Experience / Education:

Previous experience in housekeeping preferred

Performance Measurement:

90 Day performance review, ongoing feedback from supervisor, attendance, productivity, feedback from others, Guest Response scores, etc.

Physical Demands:

This is a very physically demanding job that requires extended periods of walking, standing, bending, lifting, twisting and kneeling. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (See Physical Requirements section for detailed information)

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager	Date	Employee Signature	Date
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Physical Requirements of this position

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.

Physical Demands: Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place cursor to the left of the box, double click, under “Default Value” click on not checked or unchecked to select the box.)

Sitting (Number of hours a worker must be sitting)	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Standing (Number of hours standing)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Majority of time is spent standing while performing duties.
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input checked="" type="checkbox"/> 7 or more hours/day	

Walking (Number of hours walking)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Majority of time is spent walking while performing duties.
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input checked="" type="checkbox"/> 7 or more hours/day	

Bending	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent bending while performing duties.
<input type="checkbox"/> Infrequent Bending: 1-120 bends/day (15 bends/hour)	
<input type="checkbox"/> Moderate Bending: 121-480 bends/day (1 bend/minute)	
<input checked="" type="checkbox"/> Frequent Bending: 481 or greater bends/day (>1 bend/minute)	

Squatting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Moderate squatting while performing duties.
<input type="checkbox"/> Infrequent Squatting: 1-120 squats/day (15 squats/hour)	
<input checked="" type="checkbox"/> Moderate Squatting: 121-480 squats/day (1 squats/minute)	
<input type="checkbox"/> Frequent Squatting: 481 or greater squats/day (>1squat/minute)	

Kneeling	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent kneeling while performing duties.
<input type="checkbox"/> Infrequent Kneeling	
<input type="checkbox"/> Moderate Kneeling	
<input checked="" type="checkbox"/> Frequent Kneeling	

Twisting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Moderate twisting while performing duties.
<input type="checkbox"/> Infrequent: 1-120 twists/day	
<input checked="" type="checkbox"/> Moderate: 121-480 twists/day	
<input type="checkbox"/> Frequent: 481 or greater twists/day (>1 twist/minute)	

Lifting Floor to Waist	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent lifting while performing duties.
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input checked="" type="checkbox"/> Frequent: up to 25 lbs	

Lifting to Waist to Shoulder	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent lifting while performing duties.
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input checked="" type="checkbox"/> Frequent: up to 25 lbs	

Lifting Overhead	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent lifting while performing duties.
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input checked="" type="checkbox"/> Frequent: up to 25 lbs	

Pushing / Pulling	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Moderate push/pulling while performing duties, i.e. vacuuming
<input type="checkbox"/> 1-3 hours/day	
<input checked="" type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Wrist / Hand / Fingers Repetitive Movements	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent repetitive motion while performing duties, i.e. cleaning sinks, toilets, etc.
<input type="checkbox"/> Infrequent	
<input type="checkbox"/> Moderate	
<input checked="" type="checkbox"/> Frequent	

Cardiovascular – Endurance (Maximum Work-load Required Each Day)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> High energy requirements as person is on their feet and in motion for majority of their duties.
<input type="checkbox"/> Light energy requirements	
<input type="checkbox"/> Moderate energy requirements	
<input checked="" type="checkbox"/> High energy requirements	

Manager

Date

Employee Signature

Date