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|---------------------------------------|--|--|---|
| <b>Position:</b><br>House Attendant   | <b>Department:</b><br>Rooms (Housekeeping) | <b>Supervisor:</b><br>Executive Housekeeping |   |
| <b>Job Titles Supervised:</b><br>None | <b>Date:</b><br>October 6, 2017            | <b>FLSA:</b> Hourly<br>(Non-Exempt)          | <b>Benefits:</b><br>Eligible if Full Time |

**Overview:**

Creates a positive experience for our guests by maintaining a clean, comfortable and inviting environment. The House Attendant facilitates the guest room cleaning and laundry operations; assists the Room Attendants by providing supplies in a timely manner. The House Attendant is responsible for general area cleaning, restocking storage rooms, and completing regularly scheduled projects.

**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:**

- Sweep and clean car port area, hotel walkways and sidewalks as needed, remove any paper or cigarette butts; clear winter weather walkway – shovel and ice treatment to provide a safe surface

- Pick up and remove trash throughout parking lot and from outside trash receptacles and transports to the dumpster
- 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
- Pick up soiled linens from Room Attendant carts and transport to laundry department for cleaning
- Remove trash from Room Attendant carts and transports to hotel dumpster
- Deliver clean linens to Room Attendants; deliver supplies to Room Attendants as requested ie; bedspread, pillow, blankets, light bulbs
- Clean, organize, and restock guest supplies in all storage rooms to ensure adequate amounts are available and stored neatly to reduce damage and waste of products
- Complete daily, weekly, monthly, quarterly, and annual projects as assigned, i.e. wash windows, rotate mattresses, clean carpets, strip floors, wash walkway, clean cobwebs throughout the hotel, etc.
- Understand the uses of all cleaning equipment and chemicals, read and follow safety labels on bottles and follows instructions for 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.

**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:**

Experience in housekeeping, office cleaning or janitorial service is preferred

**Performance Measurement:**

90 Day performance review, ongoing feedback from supervisor, attendance, productivity, feedback from others, 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.

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**Manager** \_\_\_\_\_ **Date** \_\_\_\_\_

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**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

### 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.)

| <b>Sitting (Number of hours a worker must be sitting)</b>     | <b>Tasks (not an exclusive list)</b>  |
|---|---|
| <input checked="" type="checkbox"/> Not an essential function | <ul style="list-style-type: none"> <li>Occasionally may sit to perform tasks</li> </ul> |
| <input type="checkbox"/> 1-3 hours/day                        |   |
| <input type="checkbox"/> 3-7 hours/day                        |   |
| <input type="checkbox"/> 7 or more hours/day                  |   |

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

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

| <b>Bending</b>  | <b>Tasks (not an exclusive list)</b>  |
|---|---|
| <input type="checkbox"/> Not an essential function  | <ul style="list-style-type: none"> <li>Frequent bending while performing duties.</li> </ul> |
| <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) |   |

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

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



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

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| <b>Lifting Floor to Waist</b>                              | <b>Tasks (not an exclusive list)</b>   |
| <input type="checkbox"/> Not an essential function         | <ul style="list-style-type: none"> <li>Frequent lifting of trash, laundry, supplies, etc.</li> </ul> |
| <input type="checkbox"/> Infrequent: up to 50 lbs          |  |
| <input type="checkbox"/> Moderate: up to 50 lbs            |  |
| <input checked="" type="checkbox"/> Frequent: up to 50 lbs |  |

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| <b>Lifting to Waist to Shoulder</b>                        | <b>Tasks (not an exclusive list)</b>  |
| <input type="checkbox"/> Not an essential function         | <ul style="list-style-type: none"> <li>Moderate lifting while performing duties, i.e. obtaining laundry, bedding and supplies.</li> </ul> |
| <input type="checkbox"/> Infrequent: up to 30 lbs          |   |
| <input checked="" type="checkbox"/> Moderate: up to 30 lbs |   |
| <input type="checkbox"/> Frequent: up to 30 lbs            |   |

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| <b>Lifting Overhead</b>                                      | <b>Tasks (not an exclusive list)</b>  |
| <input type="checkbox"/> Not an essential function           | <ul style="list-style-type: none"> <li>Occasional lifting overhead to obtain laundry, bedding and supplies, etc.</li> </ul> |
| <input checked="" type="checkbox"/> Infrequent: up to 25 lbs |   |
| <input type="checkbox"/> Moderate: up to 25 lbs              |   |
| <input type="checkbox"/> Frequent: up to 25 lbs              |   |

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

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

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| <b>Cardiovascular - Endurance<br/>(Maximum Work-load Required Each Day)</b> | <b>Tasks (not an exclusive list)</b>   |
| <input type="checkbox"/> Not an essential function                          | <ul style="list-style-type: none"> <li>Fast paced environment, on feet and in motion for majority of shift.</li> </ul> |
| <input type="checkbox"/> Light energy requirements                          |  |
| <input type="checkbox"/> Moderate energy requirements                       |  |
| <input checked="" type="checkbox"/> High energy requirements                |  |

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**Manager**

\_\_\_\_\_  
**Date**

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**Employee Signature**

\_\_\_\_\_  
**Date**