

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

Overview:

The Laundry Attendant contributes to the hotel’s commitment to high quality guest satisfaction and teamwork by safely and efficiently cleaning the laundry.

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:

- Wear protective gear such as gloves, goggles, kneepads to work safely and prevent injury
- Read and follow safety labels on chemical bottles (Do Not Mix); understands the uses of all cleaning equipment; refer to MSDS sheets before use
- Turn in all articles found in laundry to Executive Housekeeper; ensure items are properly dated, bagged and tagged
- Separate items according to type- i.e.: towels, sheets, blankets, etc.
- Wash items according to methods prescribed by equipment and cleaning chemicals
- Pre-treat heavily soiled items
- Dry all items using the proper heat setting
- Promptly fold, stack, and store all items laundered to minimize wrinkling
- Inspect cleaned linens and terry to ensure quality control; set aside any stained or damaged items for Supervisor
- Prepare Room Attendant's inventory orders for delivery
- Clean dryer lint traps in the morning, and after each two hours of use (some locations performed by maintenance)
- Understand operation of all laundry equipment; recognize and report any equipment maintenance problems promptly
- May be asked to assist in other areas of the hotel to ensure guest satisfaction
- **Some locations also have this position perform House Attendant and/or Room Attendant duties - if so, provide the House and/or Room Attendant Job Description**

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:

Prior experience in commercial laundry or dry cleaning 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.

Manager

Date

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.)

Sitting (Number of hours a worker must be sitting) <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	Tasks (not an exclusive list)
Standing (Number of hours standing) <input type="checkbox"/> Not an essential function <input type="checkbox"/> 1-3 hours/day <input checked="" type="checkbox"/> 3-7 hours/day <input type="checkbox"/> 7 or more hours/day	Tasks (not an exclusive list) <ul style="list-style-type: none"> Majority of duties are performed standing, i.e. folding laundry, etc.
Walking (Number of hours walking) <input type="checkbox"/> Not an essential function <input type="checkbox"/> 1-3 hours/day <input checked="" type="checkbox"/> 3-7 hours/day <input type="checkbox"/> 7 or more hours/day	Tasks (not an exclusive list) <ul style="list-style-type: none"> Majority is spend waking to perform duties, walking to and from washer to dryer, etc.
Bending <input type="checkbox"/> Not an essential function <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)	Tasks (not an exclusive list) <ul style="list-style-type: none"> Frequent bending required while performing duties, i.e. picking up laundry and placing in washer / dryer.
Squatting <input type="checkbox"/> Not an essential function <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)	Tasks (not an exclusive list) <ul style="list-style-type: none"> Infrequent squatting while performing duties, i.e. picking up supplies.
Kneeling <input type="checkbox"/> Not an essential function <input checked="" type="checkbox"/> Infrequent Kneeling <input type="checkbox"/> Moderate Kneeling <input type="checkbox"/> Frequent Kneeling	Tasks (not an exclusive list) <ul style="list-style-type: none"> Infrequent kneeling while performing duties.



Twisting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent twisting while performing duties, i.e. placing laundry in washer and dryer.
<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)	

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, i.e. picking up laundry and placing in washer and dryer.
<input type="checkbox"/> Infrequent: up to 30 lbs	
<input type="checkbox"/> Moderate: up to 30 lbs	
<input checked="" type="checkbox"/> Frequent: up to 30 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 waste to shoulder while performing duties, i.e. placing laundry on proper shelving.
<input type="checkbox"/> Infrequent: up to 30 lbs	
<input type="checkbox"/> Moderate: up to 30 lbs	
<input checked="" type="checkbox"/> Frequent: up to 30 lbs	

Lifting Overhead	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Moderate lifting overhead while performing duties, i.e. placing laundry on proper shelving.
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input checked="" type="checkbox"/> Moderate: up to 25 lbs	
<input 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"> Frequent push/pulling while performing duties, i.e. push/pulling laundry bins.
<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 movements while performing duties, i.e. folding laundry.
<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 while performing duties, i.e. on feet and in motion for majority of shift.
<input type="checkbox"/> Light energy requirements	
<input type="checkbox"/> Moderate energy requirements	
<input checked="" type="checkbox"/> High energy requirements	

Manager

Date

Employee Signature

Date