

Position: Room Attendant Housekeeping Host - Hyatt	Department: Housekeeping	Supervisor: Executive Housekeeper and/or Rooms Division Manager	
Job Titles Supervised: None	Date: October 6, 2017	FLSA: Hourly (Non-Exempt)	Benefits: Eligible if Full Time

Overview:

The Room Attendant plays an important role for our home away from home, and creates a positive experience for our guests by maintaining a clean, comfortable and inviting environment. This position is responsible for maintaining the cleanliness of guest rooms as assigned.

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:

- Complete tasks according to required standards within set time limits (i.e., minutes per occupied room)
- Stock cart sufficiently based on room assignments
- Utilize reports from Executive Housekeeper to avoid disturbing guests and maximize efficiency
- Wear protective gear such as gloves, goggles, kneepads, etc. to work safely and prevent injury

- Remove all dirty linen from beds and bathrooms and assess for blood borne pathogens. *(It is the expectation that beds be stripped and refreshed with "clean" linen. Choosing NOT to change bedding will result in corrective action up to and including immediate termination.)*
- Remove trash and replace liners where necessary
- Make beds neatly with fresh sheets and pillowcases, clean mirrors, windows and frames, dust all furniture, fixtures and frames; ensure furnishings and fixtures are cleaned and placed properly (perform deep cleaning tasks when necessary)
- Clean entire bathroom including floors, tubs, toilets, sinks and surfaces by kneeling, bending, squatting
- Read and follow safety labels on chemical bottles (Do Not Mix); understands the uses of all cleaning equipment; refer to MSDS sheets before use
- Clean carpeting with vacuum and hose attachments for corners and edges
- Turn in all articles found in room to Executive Housekeeper; ensure items are properly dated, bagged and tagged
- Ensure all guest supplies are replenished daily consistent with brand standards
- Delete any existing voicemail messages on telephone
- Verify items in guestroom are in good working order including TV's, lights, radio/clocks, hair dryer, coffee makers, A/C, heat
- Communicate problems needing repair to maintenance, timely
- Report to Supervisor any potential dangers including suspicious behavior, broken glass, leaks, electrical issues, etc. (Do not attempt to dispose of dangerous substance without supervision)
- Promote security by keeping doors locked; restrict access to guestrooms and keep keys on person at all times; keep carts in front of doorways while inside the guestroom
- Report damage, abuse or smoking in non-smoking rooms to the Supervisor
- Check climate control for working conditions and leave on appropriate temperature before leaving the room

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 housekeeping/cleaning experience and customer service experience preferred

Performance Measurement:

90 Day performance review, ongoing feedback from supervisor, attendance, productivity, feedback from others, room inspections, guest comments, Brand Inspection 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

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) <ul style="list-style-type: none"> Occasionally may sit to perform tasks
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 time is spent standing and walking to perform duties, i.e. changing bedding, cleaning sinks, mirrors, dusting, vacuuming, etc.
Walking (Number of hours walking) <input type="checkbox"/> Not an essential function <input type="checkbox"/> 1-3 hours/day <input type="checkbox"/> 3-7 hours/day <input checked="" type="checkbox"/> 7 or more hours/day	Tasks (not an exclusive list) <ul style="list-style-type: none"> Majority of time is spent standing and walking to perform duties, i.e. changing bedding, cleaning sinks, mirrors, dusting, vacuuming, 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 while performing duties, i.e. changing bedding, cleaning bathrooms, dusting around floor edges, etc.
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 bedding and supplies.
Kneeling <input type="checkbox"/> Not an essential function <input type="checkbox"/> Infrequent Kneeling <input type="checkbox"/> Moderate Kneeling <input checked="" type="checkbox"/> Frequent Kneeling	Tasks (not an exclusive list) <ul style="list-style-type: none"> Frequent kneeling required, i.e. cleaning bathrooms

Twisting <input type="checkbox"/> Not an essential function <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)	Tasks (not an exclusive list) <ul style="list-style-type: none"> Frequent twisting while changing bedding, cleaning bathrooms, etc.
Lifting Floor to Waist <input type="checkbox"/> Not an essential function <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	Tasks (not an exclusive list) <ul style="list-style-type: none"> Frequent lifting of trash, laundry, supplies, etc.
Lifting to Waist to Shoulder <input type="checkbox"/> Not an essential function <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	Tasks (not an exclusive list) <ul style="list-style-type: none"> Moderate lifting while performing duties, i.e. obtaining laundry, bedding and supplies.
Lifting Overhead <input type="checkbox"/> Not an essential function <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	Tasks (not an exclusive list) <ul style="list-style-type: none"> Occasional lifting overhead to obtain laundry, bedding and supplies, etc.
Pushing / Pulling <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"> Frequent pushing/pulling while performing duties, i.e. vacuuming, push/pulling supply cart, etc.
Wrist/hand/fingers repetitive movements <input type="checkbox"/> Not an essential function <input type="checkbox"/> Infrequent <input type="checkbox"/> Moderate <input checked="" type="checkbox"/> Frequent	Tasks (not an exclusive list) <ul style="list-style-type: none"> Frequent repetitive wrist/hand movements while performing cleaning duties, i.e. cleaning sinks, mirrors, etc.
Cardiovascular - Endurance (Maximum work-load required each day) <input type="checkbox"/> Not an essential function <input type="checkbox"/> Light energy requirements <input type="checkbox"/> Moderate energy requirements <input checked="" type="checkbox"/> High energy requirements	Tasks (not an exclusive list) <ul style="list-style-type: none"> Fast paced environment, on feet and in motion for majority of shift.

Manager

Date

Employee Signature

Date