



Position Title: Room Attendant

Reports To: Floor Supervisors/Trainers & Housekeeping Office Coordinators

Scope of Position: To provide, maintain & exceed our guests with excellent Housekeeping service in guest rooms with standards that are above 4 Diamond standards.

Expectations by Department Head:

- ◆ Ensure any reasonable request by Supervisors/Trainers/Office Coordinators /Managers of the Housekeeping Team be followed through. *Note: Hours may vary depending upon occupancy.

Responsibilities:

- ◆ Clean guest rooms according to the hotel standards
- ◆ Cleaning of smoking and nonsmoking guest rooms
- ◆ Maintain cleanliness of public areas & staff areas according to the hotel standards
- ◆ Report maintenance problems in public area immediately to supervisor
- ◆ Ensure lost & found items are returned to the Housekeeping office
- ◆ Be familiar with hotel facilities, housekeeping chemicals & equipment
- ◆ Ensure hotel security is protected by following the proper procedures
- ◆ Be knowledgeable in Health & Safety, WHMIS, MSDS & PPE

Key Working Relationships:

- ◆ Guests: Daily Basis
- ◆ Housekeeping: Daily Basis

Problem Solving (technical):

- ◆ Use of the Housekeeping equipment: Daily Basis

Problem Solving (interpersonal):

- ◆ Dealing with guest requests: Daily Basis
- ◆ Dealing with supervisors to maintain 4 Diamond standards: Daily Basis

Decision Making: (final approval)

- ◆ No Final Approval

Financial & Measurement Data:

- ◆ Guest request within 15 minutes or follow up with supervisor
- ◆ Maximum of 15 minutes response for room cleaning upon guest request

Education:

- ◆ Grade 12 or equivalent

Other Key Skills:

- ◆ Interpersonal & communication skills
- ◆ Time management skills
- ◆ Ability to work independently

Experience:

- ◆ Previous Housekeeping experience an asset

Supervisory Responsibility:

- ◆ Number of subordinates directly supervised: 0
- ◆ Number of subordinates indirectly supervised: 0

Average Hours per week:

- ◆ 20-50 hours

Lifting requirement:

- ◆ 40-50 lbs
- ◆ More than 50 lbs = use of lifting device