

## JOB DESCRIPTION

**JOB TITLE:** GUEST ROOM ATTENDANT

**REPORTS TO:** DIRECTOR OF HOUSEKEEPING

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**BASIC PURPOSE:** To thoroughly clean Guest units, which have been assigned. Complete units to Wyndham standards. Greet Guests and assist them in a courteous and helpful manner.

**Essential Functions:**

1. Responsibilities are making beds, vacuuming, sweeping and mopping floors, replacing amenities and cleaning bathrooms , wipe walls and baseboards, clean kitchen counter tops and appliances. Complete all assignments daily and notify Manager when completed.
2. Following assigned units in order of priority.
3. Maintain supplies in bag or cart, keep neat and clean. Make sure all bottles are labeled and you are using for the appropriate use.
4. Reporting all needed maintenance repairs and housewares to appropriate areas, using the PMS system.
5. Observes knocking procedures upon entering a guest room.
6. Reports any damages or hazards that are present in guest rooms, i.e., burned out light bulbs, broken furniture, broken lights, etc.
7. Secures guest room doors upon exiting the room
8. Keeps the walkways and service area neat at all times

**NON-ESSENTIAL FUNCTIONS:**

- Ensure that the unit has been, sanitized and replace proper supplies in unit. Replace Housewares in appropriate cabinet after washing.
- Communicates effectively with Housekeeping management and Supervisors to ensure that guest needs and Hotel standards are being met.
- Follow OSHA standards for Hotel , never use spray bottle that does not have a label. Safety inspection by Manager will be done daily.

**Knowledge and Skills:**

**Education:** Required - High school diploma required.

**Experience:** Minimum six months Housekeeping experience.

**Skills and Abilities:** Ability to follow written/oral instructions. Must speak English. Computer data base experience is preferred. Additional language ability preferred.

**No. of employees supervised:** None

**Travel required:** None

**Hours Required: (40)** Forty hours per week; Scheduled times may vary based on occupancy.