

Avalon Lodge Housekeeper



POSITION TITLE: Avalon Lodge Housekeeper
DATE PREPARED: May 16, 2010
REPORTS TO: Lodge Manager
POSITION STATUS: Seasonal or Year Round; Full or Part time
LOCATION: Avalon Lodge, South Lake Tahoe and Regional Properties
SALARY RANGE: \$9.50 to \$15.00 per hour

PRINCIPAL FUNCTIONS

To provide a high standard of cleanliness and guest service throughout the hotel and properties.

Housekeepers have the very important role of ensuring the establishment is clean, neat and sanitary for guests. They are assigned a number of tasks including cleaning guest rooms, lobby, hallways, conference rooms and other hotel facilities.

Be able to clean fifteen rooms per day based on an eight hour day in accordance to hotel standards. Key tasks include making guests' beds, changing the linens, vacuuming and shampooing rugs, curtains or drapes and furniture. In addition to cleaning bathrooms, windows, ceilings, floors and walls, they also empty wastebaskets and ashtrays (if applicable).

Hotel housekeepers replenish all items within the rooms, including paper, pens, napkins, silverware, soaps, shampoos, toilet paper, towels, drinking cups, towels and blankets. Many rooms have kitchenettes stocked with tableware and cooking utensils. It is the housekeeper's job to also inventory these supplies and ensure each kitchen is well-stocked.

REQUIREMENTS

- Excellent attention to detail.
- Must demonstrate excellent customer service skills and aptitude.
- Excellent follow-through.
- General knowledge of hotel operations and tourism industry.
- Ability to work well under limited supervision.
- Ability to work well with others.
- Strong work ethic.
- Requires good communication skills, both verbal and written.
- Ability to read, write, converse in English.
- Extensive knowledge of the hotel, its facilities and services.
- Requires lifting luggage, grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and visual acuity.

PRINCIPAL DUTIES

- To clean hotel rooms quickly, neatly, and efficiently.
- Pick up all trash as walking about property.
- Notify maintenance of any issue/need.
- To ensure that guest room corridors are clean.
- To maintain neat and clean cart, equipment, storage rooms, and supplies.
- To maintain a friendly and approachable attitude towards guests and staff.
- To maintain a clean and professional appearance.
- To respect all hotel equipment and property and use with care to avoid unnecessary damage.
- Document any deficiencies, including mechanical and electrical problems from the guest's rooms and report to the housekeeping supervisor.
- Label and submit all lost and found items to the housekeeping supervisor immediately.
- Arrive at work on time in the uniform provided, ensuring a neat and tidy appearance according to the associate handbook.
- To have a complete knowledge of the hotel product, services and facilities.
- Attend training sessions/meetings as required.
- To anticipate guest need and handle guest inquiries in a helpful and attentive manner.
- Have a complete knowledge of lodge policy and procedures.
- Report health/safety and security hazards to your supervisor.
- Ensure all guest luggage is handled in a safe manner.
- Ensure safe lifting practices are followed.
- Carry out requests as directed by Management.

Physical Requirements

- This position will require extremely varied working hours that may include some evenings, weekends and some long days.
- Reasonable fitness is required in order to move about the resort and lodges easily.
- Bending, lifting, kneeling, and stretching are all regularly required in order clean thoroughly
- Regular lifting of luggage.
- Regular placement and erection of miscellaneous furniture is required.
- Ability to work and commute in all weather conditions including heavy snow

Contacts

- All Cle' Hospitality Properties and departments
- High guest contact.
- High Front Desk contact

This job description only covers the primary functions and responsibilities of the position. It is in no way to be construed as an all encompassing list of duties. The receipt of this job description is not a binding agreement and is subject to change.