

GRAND BEACH HOTEL

LUXURY AND COMFORT WITHIN REACH

JOB DESCRIPTION

Position:	Guest Room Attendant	
Department:	Housekeeping	

Job Summary

Cleans hotel guestrooms according to Grand Service standards providing the highest level of quality and service for hotel guests. Anticipates guest needs, demonstrating sensitivity and responsiveness, ensuring complete satisfaction and repeat business.

Job Specifications

Qualifications

- ★ Service orientation
- ★ Able to work as part of a dynamic quality-driven team
- ★ Basic English language skills
- ★ Able to push, stand, stoop, bend, and lift items weighing up to 25 pounds repetitively during entire shift
- ★ Able to work a flexible schedule, including weekends and holidays

Job Duties

Job Specific

- ★ Reports to work as scheduled, in proper uniform, in accordance with the company's personal appearance standards
- ★ Cleans and sanitizes all assigned rooms and bathrooms
- ★ Follows the designated sequence of room assignments
- ★ Cleans guestroom windows and balconies to hotel standards
- ★ Replaces all amenities and linens according to hotel standards
- ★ Keeps cart and linen closets clean and orderly
- ★ Reports irregularities such as hot-plates, pets, suspicious persons and behavior, unusual items, and activities to Supervisor
- ★ Notifies Supervisors of discrepancies such as vacant rooms, etc.
- ★ Turns in lost and found items as per department standard
- ★ Reports items of value left unsecured in hallways and guestrooms
- ★ Cleans assigned rooms within shift time requirements, passing all inspections
- ★ Replaces burned out light bulbs according to hotel standards
- ★ Assists in preparation and deep cleaning of VIP rooms
- ★ Cleans spots on walls
- ★ Cleans spots on carpets
- ★ Completes special cleaning projects
- ★ Restocks Room Attendant caddies

- ★ Applies excellent guest relations skills when interacting with guests
- ★ Interacts with guests in a friendly and professional manner
- ★ Anticipates guest needs, demonstrating sensitivity and responsiveness, ensuring complete guest satisfaction and repeat business
- ★ Familiar/knowledgeable about the hotel and able to explain the locations and operating hours of hotel facilities
- ★ Satisfies guest requests for information and services
- ★ Demonstrates a friendly attitude to co-workers and all other hotel staff
- ★ Treats guests and other Team Members with courtesy and respect
- ★ Consistently maintains a positive attitude that ensures the best guest experience
- ★ Gives recognition to repeat guests
- ★ Follows procedures when entering guest rooms, always keeping the guest's need for privacy in mind
- ★ Handles all guest complaints according to Grand Service Standards, notifies Supervisor of actions taken
- ★ Adheres to OSHA regulations and hotel policies and procedures regarding emergencies, safe work practices, and wearing of protective gear as necessary
- ★ Adheres to OSHA regulations and hotel cleaning policies and procedures to ensure professional appearance of hotel
- ★ Thorough knowledge of proper cleaning methods for various surfaces
- ★ Uses proper chemicals when cleaning as described by the department's procedures
- ★ Thorough knowledge of proper carpet and upholstery care policies and procedures
- ★ Adheres to established cleaning schedules and methods to extend life of carpet and professional appearance of hotel
- ★ Performs all duties in a timely and professional manner
- ★ Performs a visual inspection before leaving any areas
- ★ Follows procedures for issuance and return of room keys, prioritizing of rooms, record-keeping, and status updates
- ★ Demonstrates working knowledge and team effort in accomplishing additional projects as assigned
- ★ Observes hotel telephone etiquette, message, and call handling procedures
- ★ Reads departmental log book and bulletin board on a daily basis
- ★ Observes guidelines for using and maintaining all pertinent equipment
- ★ Complies with all specific Grand Service Standards policies and procedures
- ★ Follows policies and procedures in preparing for and performing turndown service
- ★ Attends all department meetings as scheduled
- ★ Maintains assigned closets and Team Member areas in accordance with established policies and procedures
- ★ Demonstrates ability to provide coverage in related departments as directed
- ★ Special projects and duties as assigned

General

- ★ Promotes and applies teamwork skills at all times
- ★ Notifies appropriate individual promptly and fully of problems and/or unusual matters of significance
- ★ Is polite, friendly, and helpful to guests, management and fellow Team Members
- ★ Executes emergency procedures in accordance with hotel standards
- ★ Complies with required safety regulations and procedures
- ★ Attends appropriate hotel meetings and training sessions

- ★ Maintains cleanliness and excellent condition of equipment and work area
- ★ Complies with hotel standards, policies and rules
- ★ Recycles whenever possible
- ★ Remains current with hotel information and changes
- ★ Complies with hotel uniform and grooming standards

Within the first 30 days must be able to perform to standard all activities on the New Hire Training Checklist.