

GRAND BEACH HOTEL

LUXURY AND COMFORT WITHIN REACH

JOB DESCRIPTION

Position:	Turndown Attendant	
Department:	Housekeeping	

Job Summary

Provides guestroom turndown service according to Star Service standards. Provides the highest quality of service for hotel guests. Anticipates guest needs, demonstrates sensitivity and responsiveness to ensure 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

- H Reports to work as scheduled, in proper uniform, in accordance with the company's personal appearance standards
- H Follows policies and procedures in preparing for and performing turndown service
- H Follows procedures when entering guest rooms, always keeping in mind guest's need for privacy
- H Cleans and sanitizes all assigned rooms and bathrooms
- H Keeps turndown carts and linen closets clean and orderly
- H Follows the designated sequence of room assignments
- H Notifies Supervisor of discrepancies such as vacant rooms, etc.
- H Reports irregularities such as hot-plates, pets, suspicious persons and behavior, unusual items, and activities to Supervisor
- H Interacts with guests in a friendly and professional manner
- H Turns in lost and found items as per department standard
- H Reports items of value left unsecured in hallways and guestrooms
- H Maintains assigned closets and Team Member areas in accordance with established policies and procedures

- H Adheres to OSHA regulations and hotel policies and procedures regarding emergencies, safe work practices, and wearing of protective gear as necessary
- H Adheres to OSHA regulations and hotel cleaning policies and procedures to ensure professional appearance of hotel
- H Performs a visual inspection before leaving any areas
- H Observes guidelines for using and maintaining all pertinent equipment
- H Reads departmental log book and bulletin board on a daily basis
- H Follows procedures for issuance and return of room keys, prioritizing of rooms, record-keeping, and status updates
- H Handles all guest complaints according to Grand Service Standards, notifies Supervisor of actions taken
- H Performs all duties in a timely and professional manner
- H Other 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.