

CityFlatsHotel

Job Description

Housekeeper

Organization Name: CityFlatsHotel Grand Rapids, LLC

Reports to: Head Housekeeper, Assistant Head Housekeeper

Job Location: Grand Rapids, MI

Employment Status: PT

FLSA Status: Non Exempt

Prepared By: Lisa Squeteri, *Development Coordinator*

Prepared Date: December 2018

Position Summary: Tend to our hotel rooms with great care and attention to detail to maintain and strengthen our hotel brand reputation

Education:

High School Diploma/GED and 1+ year experience as a cleaner or housekeeper preferred

Responsibilities:

Below is a list of typical duties, these may change over time and not inclusive of position.

- Maintain a professional appearance with a positive attitude and is adaptable and flexible
- Perform all necessary cleaning activities such as making beds, dusting, sweeping, trash removal, mopping and polishing, but not limited to
- Adhere to procedure and ensure all rooms are cared for and inspected according to department standards
- Protect equipment and making sure there are no inadequacies
- Follow staff conduct policies and time management guidelines
- Exercise tact and discretion when dealing with guests, and guests' property
- Report any damages, shortcomings, and disturbances to supervisors
- Check and maintain stock levels
- Comply with all rules regarding health and safety of guests and coworkers
- Assist Head Housekeeper/Asst. Head Housekeeper in training new employees

Competencies & Skills:

Teamwork

- Balances team and individual responsibilities
- Contributes to building a positive team spirit
- Able to build morale & group commitments to goals and objectives

Adaptability

- Adapts to changes in the work place
- Manages competing demands
- Able to deal with frequent change, delays, and unexpected events
- Changes approach or method to best fit situation

Attendance/Punctuality

- Consistently at work on time
- Ensures work responsibilities are covered when absent

Quality

- Demonstrates accuracy & thoroughness
- Monitors own work to ensure quality

Quantity

- Meets productivity standards
- Completes work in timely fashion
- Works quickly

Safety & Security

- Observes safety and security procedures
- Reports potentially unsafe conditions
- Uses equipment and materials properly

Dependability

- Follows instructions, responds to management direction
- Takes responsibility for own actions
- Commits to long hours of work when necessary to reach goals
- Completes tasks on time or notifies appropriate person with an alternative plan

Language Skills

- Ability to read and comprehend simple instructions, short correspondence, & memos
- Ability to write simple correspondence
- Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the company
- Proficient in English

Social Skills

- Friendly and respectful when dealing with guests and staff
- High level of propriety and concern regarding guests' privacy
- Service oriented- actively looking for ways to help people
- Speaking- talking to others to convey information effectively

Reasoning Ability

- Ability to apply common sense understanding to carry out detailed but involved written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations

Work Context:**Physical Demands**

*****The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

- Regularly required to stand for long periods of time
- Frequently required to walk
- Use hands and fingers to handle or feel, and reach with hands & arms
- Ability to lift and move up to 25 lbs.
- Specific vision abilities include color vision, depth perception & ability to adjust focus

Work Setting

- Indoors, Environmentally Controlled