



HOUSE ATTENDANT JOB DESCRIPTION

REPORTS TO: Housekeeping Manager

The House Attendant is responsible for maintaining the cleanliness of guest corridors, elevators and all assigned areas. This position is also responsible for delivering items to guest rooms (luggage, irons, coffee, etc.).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Approach all encounters with guests and employees in a friendly, service oriented manner.
- Maintain regular attendance in compliance with KPHM standards, as required by scheduling which will vary according to the needs of the hotel.
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and name tag when working.
- Comply at all times with KPHM standards and regulations to encourage safe and efficient hotel operations.
- Use proper two-way radio etiquette at all times when communicating with other employees.
- Use daily checklist to complete projects listed below as assigned:
 - Elevator lobbies
 - Ash urns
 - Glass tables
 - Furniture
 - Ice machine and vending machines
 - Elevator doors/frames
 - Service landing/linen closets
 - Stair wells
 - Other projects as assigned by management
- Remove all objects (example: room service trays, trash, etc.) from guest hallways to the service area or Housekeeping Office as needed.
- Practice safe work habits to ensure safety to guests, fellow employees and self.
- Handle requests for luggage handling or check in/out in a friendly, efficient and courteous manner.
- Handle items for "Lost and Found" according to the hotel standards.
- At the end of the shift, turn in all keys and assignment sheets to the Housekeeping Office.
- Be familiar with KPHM policies and house rules.
- Employees must at all times be attentive, friendly, helpful and courteous to all guests, managers and other employees.
- Be familiar with correct guest room cleaning procedures to assist with cleaning if needed.
- Deliver any clean linen, if applicable, to assigned sections.
- Complete special projects as assigned by Housekeeping Manager.
- Pick up any Room Attendant's dirty linen or trash as needed.
- Before leaving section, collect all trash from the service landings and take to/dispose in outside trash dumpsters per hotel procedures.
- Vacuum guest corridors as trained.
- Maintain the stairwells to hotel standards.
- Maintain cleanliness and organization of Housekeeping Office and linen rooms.

- Attend meetings as required by management.
- Perform any other duties as requested by management.

KNOWLEDGE, SKILLS, & RESPONSIBILITIES REQUIRED:

- High School diploma or equivalent and/or experience in a hotel or a related field preferred.
- Must have a valid driver's license for the applicable state (property specific).
- Long hours sometimes required.
- Medium work - Exerting up to 50 pounds of force occasionally, and/or 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Ability to stand/walk/kneel, squat during entire shift.
- Must be able to convey information and ideas clearly.
- Must be able to evaluate and select among alternative courses of action quickly and accurately.
- Must work well in stressful, high pressure situations.
- Must maintain composure and objectivity under pressure.

ACKNOWLEDGMENT:

I have reviewed and I understand the expectations of this job description. It is understood that I will be required to meet the expectations outlined above within work hours that comply with all Wage and Hour Federal and State laws, and company policy.

Employee Signature Date