



Job title	<i>Housekeeper</i>
Reports to	<i>Housekeeping Supervisor</i>

Summary/Objective

The housekeeper performs routine duties in cleaning and servicing of guests' rooms under the supervision of the Housekeeping Supervisor.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Answer immediately to request from guests, as well as from other departments.
- Load cart with supplies such as linens, terry, and cleaners and move it to the required area.
- Enter guest rooms by adhering to proper procedures.
- Clean room to standards set by Supervisor/Hotel.
- Replace used amenities in guest rooms – unless otherwise specified.
- Provide clean linens and towels in exchange for dirty ones.
- Hang or fold towels, make beds and ensure bathrooms are exceptionally clean.
- Take away room service dishes, dirty linen and trash.
- Perform check on all room appliances to ensure they are in good working condition.
- Adjust furniture, desk items and appliances when necessary.
- Dust furnishings and wipe down walls as well as remove marks from them, if possible.
- Carry out floor care duties in hallway and guest rooms, vacuum carpets.
- Adhere to all safety, security and company procedures and policies.
- Keep uniform clean and make sure to appear professional at all times.
- Keep proprietary information confidential.
- Ensure company standards are followed in welcoming and acknowledging guests.
- Provide immediate report of any safety hazards, injuries, maintenance problem or accident to the supervisor.
- Anticipate service needs of guests and provide them even before called upon to do so.
- Provide assistance to guests with special needs.
- Genuinely appreciate and thank guests for their visits.
- Apply professional language in communicating with guests and other people.
- Provide support to co-workers to achieve common goals.
- Maintain quality standards and expectations.

Competencies

- Communication Proficiency.
- Flexibility.
- Teamwork Orientation.
- Organization.
- Ability to multi-task.

Supervisor Responsibility

No supervisory responsibilities.

Work Environment

While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles and moving mechanical parts.

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. While performing the duties of the job, the employee is regularly required to talk to or hear. The employee is frequently required to stand; walk; use hands to handle or feel; and reach with hands and arms. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move up to 10 pounds and occasionally lift or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to focus.

Position Type/Work Schedule Expectation

This is a variable hour position to include days, nights, weekends and holidays. This position regularly requires long hours and weekend work.

EEO/AAP Policy Statement

Tidewater Inn provides **equal employment opportunity** to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management.

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____