

## **Position Details:**

**Position:** Housekeeping Attendant

**Basis of Employment:** Full or Part Time, Non-Exempt

**Location:** Walden Retreats Hill Country - Johnson City

**Reports To:** General Manager

**Start Date:** TBD

## **About our Company:**

Walden Retreats is a growing hospitality brand that develops and operates luxury camping properties that blend an authentic outdoor experience with comfort and style. Inspired by Thoreau's classic Walden, we aim to provide our guests with comfortable and convenient outdoor camping experiences that provide time for reflection, simplicity and reconnection with nature.

## **Our Mission**

Make the outdoor experience comfortable and convenient

## **Our Vision**

Create luxury camping experiences that foster rest and provide an intimate connection with nature

## **Impact Statement**

Redefining the outdoor experience

## **Core Beliefs**

- We believe immersing oneself in nature is the best environment for restoration
- We believe enjoying the outdoors should be comfortable, accessible and enjoyable
- We believe in the power of thoughtful yet simplistic design

## **Job Summary**

The Housekeeping Attendant plays a vital role in positively impacting the guest experience and is responsible for maintaining the cleanliness of tents, common areas, and workshop.

## **Some of the key questions you will be responsible for answering include:**

- How can I best organize my workspace and supplies to maximize efficiency and productivity?
- How can I ensure attention to even the smallest details?
- How can I collaborate with the Front Desk to ensure guests have the best experience possible?
- How can I monitor and communicate about our inventory to make sure we always have necessary supplies?
- How can I make the experience at Walden Retreats memorable for our guests?
- How can I help our entire team succeed?

## **Responsibilities:**

### **Housekeeping & Property Operations**

- Responsible for cleaning tents after guest departure, including (but not limited to) the following tasks; stripping all dirty linen and terry and replacing with new, making the bed, taking out the trash, dusting, sweeping and vacuuming the floor, full clean of the kitchen area including appliances and utensils, full clean of the bathroom area including bath, shower, mirror, sink and toilet, replenishing amenities and guest consumables as well as sweeping of the outdoor area, furniture and platform.
- Collaborate to identify and complete deep cleaning tasks.
- Inspect tents using established checklists and provide coaching and feedback as appropriate.
- Perform inventory checks at the beginning and end of every shift in order to ensure the team is best set up for the day's work/tomorrow's work.
- Ensure that guest requests are accommodated effectively and in a timely fashion.
- Maintain cleanliness and organization of common areas, including pavilion and general store bathrooms.
- Assist with setup and breakdown of special events as needed.

### **Administrative**

- Review arrivals and housekeeping tasks and appropriately plan workday in a way that meets the needs of the guests and the property.
- Utilize checklists to ensure thorough completion of duties.
- Communicate and document any maintenance issues, inventory needs, or guest issues.
- Monitor inventory of cleaning supplies, guest consumables, linens and terry on a daily, weekly and monthly basis.
- Ensure that all housekeeping storage areas (including vehicles) are kept in a clean and organized fashion.

**Supervisory:** None

**Experience:** Required 1 year of housekeeping or commercial cleaning. Preferred hotel.

**Physical Requirements:** Prolonged standing, bending, outdoor conditions, lifting up to 25 lbs

**Compensation:** \$15-18 per hour; full or part time