

# JOB DESCRIPTION

### Department: Housekeeping Position: Housekeeping

## Revised: August 2020 Reports to: Executive Housekeeper

**FLSA STATUS: Non-Exempt**

**KEY RELATIONSHIPS**:

Internal: Supervisor, Front Desk, Engineering, Banquet Captains, Guest Services

External: Guests

**HOUSEKEEPING SUMMARY:** First impressions are everything! As a Conde Nast Traveler Reader’s Choice Award winner, Shore Lodge, Whitetail Club, wants our Members and Guests to experience a sparkling hotel every time they walk in. The pride we take in ensuring all areas of the hotel are clean and tidy reflects in our exceptional quality.

**Hotel Overview:** Situated on the sandy shores of Payette Lake surrounded by National Forests in the quintessential town of McCall Idaho. Our hotel features 77 guestrooms and our guests enjoy a variety of restaurants and bars as well as Idaho’s only 4 Star Spa, The Cove, pool and fitness facilities, as well as meeting space.

**WHAT YOU GET TO DO:**

* Maintain and clean all areas. Including vacuuming, mopping, dusting and polishing floors and furniture throughout the Shore Lodge, Whitetail, and The Cove.
* Empty trash and clean restrooms, mirrors, inside of windows, wipe and dust all surfaces; keeping all brass and stainless steel shiny.
* Clear snow and debris from entry ways.
* Obtain list of vacant rooms which need to be cleaned, clean guest rooms to the highest standards.
* Clean guest bathroom/bedroom/floor corridor; make guest beds, dust rooms and furniture, clean closet.
* Replenish amenities, guestroom and bath supplies.
* Check and secure the rooms when completed ensuring security of guest rooms and privacy of guests.
* Deliver and retrieve items on loan to guests e.g. iron and ironing boards.
* Examine rooms to determine need for repairs or replacement of furniture or equipment, and make recommendations to management.
* Remove used linens and trash from guest rooms and restock rooms with clean linens and maintain the cleanliness of hallways.
* Sort used linens to be washed and monitor linens for stains and or damage, dry, fold and stock linens.

**Physical Aspects include but are not limited to:**

* Constant standing and walking throughout shift.
* Frequent lifting and carrying up to 30 lbs.
* Frequent kneeling, pushing, pulling, lifting.
* Occasional ascending or descending ladders, stairs and ramps.

**WHAT YOU NEED TO BE SUCCESSFUL:**

* Consistently offer professional, friendly and engaging service.
* Excellent communication, organizational skills and strong interpersonal and problem-solving abilities.
* Highly responsible, reliable and work well under pressure in a fast-paced environment.
* Work cohesively with fellow colleagues as part of the team with minimum supervision.
* Notify management concerning need for repairs or additions to lighting, heating, and ventilation equipment.
* Follow all safety and sanitation and departmental policies, procedures and service standards.
* Attend periodic staff meetings with other department heads to discuss company policies and patrons’ complaints, and to make recommendations to improve service and ensure more efficient operations.
* Exhibit objectivity and openness to others’ views; give and welcome feedback; contribute to building a positive team spirit; support everyone’s efforts to succeed.
* Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; apply feedback to improve performance; monitor own work to ensure quality.
* Follow instructions, respond to management direction; take responsibility for own actions; keep commitments; complete tasks on time or notifies appropriate person with an alternate plan.

#### **PHYSICAL REQUIREMENTS:**

Indicates the frequency of activity required of the employee to perform the job.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ACTIVITY(Hours per day)** | **NEVER0 Hours** | **OCCASIONALLYup to 3 hours** | **FREQUENTLY3-6 hours** | **CONSTANTLY6-8+ hours** |
| Sitting | x |  |  |  |
| Walking |  |  |  | x |
| Standing |  |  |  | x |
| Bending/Twisting (neck) |  |  | x |  |
| Bending/Twisting (waist) |  |  | x |  |
| Squatting |  |  | x |  |
| Climbing |  |  | x | x |
| Kneeling/Crawling |  | x |  |  |
| Hand Use: Dominant Hand: R\_\_x\_ L\_\_x\_ |  |  |  | x |
|  Is repetitive use of hand required? |  |  |  | x |
|  Simple Grasping (right/left hand) |  |  |  | x |
|  Power Grasping (right/left hand) |  |  |  | x |
|  Fine Manipulation (right/left hand) |  |  |  | x |
|  Pushing and Pulling (right/left hand) |  |  |  | x |
|  Reaching (above/below shoulder level) |  |  |  | x |

Indicates the daily Lifting and Carrying requirements of the job. Indicates the height the object is lifted from the floor, table or overhead location and the distance the object is carried.

|  |  |  |
| --- | --- | --- |
|  | LIFTING | CARRYING |
|  | Never0 hours | OccasionalUp to 3 hrs | Frequent3-6 hours | Constant6-8+ hours | Height | Never0 hours | OccasionalUp to 3 hrs | Frequent3-6 hours | Constant6-8+ hours | Distance |
| 0-10 lbs. |  | x |  |  |  |  |  | x |  |  |
| 11-25 lbs. |  | x |  |  |  |  |  | x |  |  |
| 26-50 lbs. |  | x |  |  |  |  |  | x |  |  |
| 51-75 lbs. |  | x |  |  |  |  |  | x |  |  |
| 76-100 lbs. |  |  |  |  |  |  |  |  |  |  |
| 100+ lbs. |  |  |  |  |  |  |  |  |  |  |

**ENVIRONMENTAL FACTORS:**

Indicates which environmental issues exist and describes them.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Y | N | (IF YES, PLEASE BRIEFLY DESCRIBE) |
| a. Driving cars, trucks, forklifts and other equipment? | x |  | Golf Carts, hydraulic fork lifts, company vehicles |
| b. Working around equipment and machinery? | x |  | Ladders; clothes washing machine, clothes dryer, ironer  |
| c. Walking on uneven ground? | x |  | Stairs and property terrain |
| d. Exposure to excessive noise? |  | x |  |
| e. Exposure to excessive vibration? |  | x |  |
| f. Exposure to temperature extremes, humidity, or wetness? | x |   | Seasonal climate changes |
| g. Exposure to dust, gas, fumes, or chemicals? | x |  | Cleaning chemicals |
| h. Working at heights? | x |  | Shelving in storeroom; ladders |
| i. Operation of foot controls or repetitive foot movement? |  | x |  |
| j. Use of special visual or auditory protective equipment? |  | x |  |
| k. Working in cramped quarters? |  | x |  |
| l. Burn hazards? | x |  | Cleaning chemicals |
| m. Electrical shock hazards? |  | x |  |
| n. Working with bio-hazards such as: Blood borne pathogens, sewage, toxic chemicals, etc? | x |  | Restrooms, linens |

**COGNITIVE REQUIREMENTS:**

Indicates the level that the following mental processes are utilized in the performance of job tasks.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Minimal | Simple | Average | Difficult | Complex |
| Calculating |  | x |  |  |  |
| Organizing |  | x |  |  |  |
| Analyzing |  | x |  |  |  |
| Planning |  | x |  |  |  |
| Documenting |  | x |  |  |  |
| Implementing |  | x |  |  |  |
| Communicating |  | x |  |  |  |
| Presenting | x |  |  |  |  |

**SOCIAL CONTACT:**

Describes the position's work relationships with both property guests and other employees.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Minimal | Moderate | Frequent | Continuous |
| Works Alone |  |  | x |  |
| Works Around Employees |  |  | x |  |
| Works Around Guests |  |  | x | x |
| Works as a Team |  |  |   | x |

**NOTE:**

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions. Due to the nature of the hospitality business operating 24 hours a day, seven days a week, no set work schedule is guaranteed. Schedules are subject to modification based on business volume and demand.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

This description may be changed, modified or edited at any time based on the demands of the business.

**Signature:**

I have reviewed this job description and have asked any questions necessary to understand its content.

Employee Date