



JOB DESCRIPTION

Position : **Laundry Attendant**

Department : **Housekeeping**

Reports To : **Laundry Supervisor, Assistant Director of Housekeeping,
Director of Housekeeping**

Position Summary :

The Laundry Attendant performs all stages of linen processing including collecting, transporting, sorting, washing, drying, ironing, folding, storing and delivering of all linen used in the hotel. Ensure the proper cleanliness and sanitation of all soiled linens to maintain the highest standards of guest satisfaction. Must follow the required procedures for handling, cleaning and disposing contaminated linen by adhering to OSH guidelines for Bio-Hazard linen and BBP.

Duties and Responsibilities:

- Sort, wash, dry and fold all hotel linens.
- Loads and unloads washers and dryers chutes.
- Sort linen by texture, soil, color and size.
- Identify stained or damaged linens and determine status for repair, stain removal and “reject” procedures by performing pre and post treatment of stains.
- Operate and monitor washing and drying machinery, including adding chemicals and cleaning lint traps on dryers.
- Set dryers and washers to designated times and temperatures based on fabrics contained in load and according to machine instructions and requirements for proper washing and drying of linen.
- Inspect all linen removed from washer and dryer for cleanliness and quality and place in a clean linen cart.
- Sort, fold and stock clean linen.
- Practice safe work habits, read warning labels, wear protective safety equipment and follow MSDS and OSHA standards when handling, cleaning and disposing contaminated linen, BBP etc. and using cleaning chemicals.
- Use equipment and laundry chemicals in accordance with hotel’s safety procedures.
- Operate laundry efficiently and effectively to maintain a constant supply of clean linens for the hotel and provide clean linen to Room Attendants on a timely basis.

- Follow all company safety and security policies and procedures; report any safety hazards, accidents, or injuries to supervisor/manager.
- Report any needed repairs immediately to supervisor/manager (broken washers, dryers etc.)
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and nametag.
- Ensure that quality expectations and standards are maintained on all items laundered.
- Maintain cleanliness of laundry machinery and ensure laundry area is clean and organized at all times.
- Any other tasks/duties requested or assigned by Management.

Skills and Specifications:

- Ability to work with a variety of commercial laundry machines and equipment.
- Must possess good communication skills both written and verbal and able to understand and accurately follow instructions.
- Ability to perform job functions with attention to detail, speed and accuracy.
- Ability to work under variable temperature conditions and noise.
- Become familiar with proper use of cleaning chemicals and be able to read and understand labels on chemical bottles and work with cleaning chemicals.
- Ability to stand and walk for an extended period of time or for an entire work shift.
- Ability to push/pull lift and carry at least 50 pounds.
- Ability to bend occasionally, with infrequent need to squat.
- Must be able to perform repetitive hand and arm movements, twisting frequently, firm and simple grasping constantly and overhead reaching occasionally.
- Must be flexible with scheduling and willing to work days, nights, weekends and holidays.

Education and Qualifications:

- High school diploma or its equivalent
- Laundry or housekeeping experience desirable

Interested persons should contact Oreta Durakli at odurakli@clarionphl.com

I have carefully read and understand the contents of this job description. I further understand that Management reserves the right to revise this job description to ensure the efficiency and quality of the department and the hotel.

Employee Signature

Date

JOB DESCRIPTION

Position : **Lobby Attendant**

Department : **Housekeeping**

Reports To : **Housekeeping Supervisor, Housekeeping Supervisor Lead, Assistant Director of Housekeeping, Director of Housekeeping**

Position Summary :

The Lobby Attendant is responsible for maintaining the highest standards of cleanliness, performing general cleaning and replenishing duties in the lobby and all other public areas, including hallways, elevators, front entrances, offices, fitness room and public restrooms.

Duties and Responsibilities:

- Clean, dust, polish, and vacuum, carpets in lobby, public restrooms and all other public areas on a daily basis.
- Routinely inspect lobby, public restrooms and all other public areas to keep them clean and free of debris and trash.
- Remove all trash from tables in lobby and all other public areas.
- Buff marble floors in the lobby and clean marble counter-top at the Front Desk.
- Clean windows, doors and mirrors in lobby, front entrances, offices and all other public areas.
- Vacuum and clean elevator floors, and wipe elevator walls as necessary.
- Vacuum, clean, dust and remove trash from behind the Front Desk and related areas.
- Vacuum, clean, dust and remove trash from offices.
- Vacuum carpet, clean restrooms, and mirrors, remove trash and wipe down equipment in the fitness room.
- Vacuum carpet, mop, and clean restroom, straighten and dust tables and chairs, clean counter top and clean and remove trash from the crew lounge.
- Deep clean assigned areas of the hotel including shampooing of public areas and polishing of marble.
- Practice safe work habits, read warning labels, wear protective safety equipment and follow MSDS and OSHA standards when handling, cleaning and disposing contaminated linen, BBP etc. and using cleaning chemicals.
- Follow and ensure compliance of all company safety and security policies and procedures and use equipment and chemicals in accordance with hotel's safety procedures.
- Maximize job efficiency by maintain adequate supplies in cleaning cart and restocking as needed.
- Report any maintenance problems, faulty equipment, safety hazards, accidents, or injuries to supervisor/manager.
- Delivers articles found in public areas to lost and found at the Front Desk.

- Cleans, maintains and supplies other areas of the hotel as requested.
- Interact with guests in a professional, helpful manner and provide friendly and courteous customer service.
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and nametag.
- Be knowledgeable about the hotel and be able to assist and respond to guest inquiries and requests in a courteous and prompt manner.
- Any other tasks/duties requested or assigned by Management.

Skills and Specifications:

- A keen eye for details.
- Ability to operate and work with a variety of cleaning equipment including vacuum cleaners, carpet extractors, etc.
- Must be familiar with proper use of cleaning chemicals and be able read and understand labels on chemical bottles and work with cleaning chemicals.
- Ability to stand and walk for extended periods of time throughout the day.
- Must be able to push/pull, lift/carry and move up to 50 pounds.
- Ability to bend, stretch, reach, and climb.
- Must be able to reach overhead and below the knees, including bending, twisting and stooping.
- Must be able to perform repetitive hand and arm movements.
- Must be flexible with scheduling and willing to work days, nights, weekends and holidays.

Education and Qualifications:

- High school diploma or its equivalent
- Prior hospitality and/or housekeeping experience desirable

I have carefully read and understand the contents of this job description. I further understand that Management reserves the right to revise this job description to ensure the efficiency and quality of the department and the hotel.

Interested persons should contact Oreta Durakli at odurakli@clarionphl.com

Employee Signature

Date

JOB DESCRIPTION

Position : **Guest Room Attendant**

Department : **Housekeeping**

Reports To : **Housekeeping Inspector/Inspectress, Housekeeping Supervisor, Housekeeping Supervisor Lead, Assistant Director of Housekeeping, Director of Housekeeping**

Position Summary :

The Guest Room Attendant is responsible for maintaining the highest standards of cleanliness in all guest rooms. He/she must work to promote safety in all guest areas by following strict procedures with respect to passkey, entry into guest rooms, and reporting any suspicious activity. The ideal individual for this position demonstrates a commitment to maintaining high quality standards and attention to detail.

Duties and Responsibilities:

- Thorough cleanliness and sanitation of guest rooms including bathrooms, balconies and room furnishings.
- Strip and make bed(s) and change bed linen daily and check underneath.
- Clean, vacuum and dust guest rooms to ensure that they are in a spotless nature for the occupancy of the guests.
- Thoroughly clean the bathroom area – clean and dry shower wall, tub, shower head, curtain and rod, spigots, vanity sink, mirror, air vent, toilet (top, middle, inside and base) and sweep and clean the entire bathroom floor, etc.
- Ensure the standard room set-up is complied with.
- Thoroughly clean all rooms assigned on the “Daily Assignment” list, at least 16 rooms per shift.
- Empty all trash and replace liners.
- Check for and remove dirty linens in the rooms in order to get them replaced.
- Clean, dust and check behind and in all furniture.
- Inspect all room linens for stains, burns, rips and replace before making the bed(s).
- Clean mirrors, TV, picture fronts and balcony doors and ensure they are free of dust, fingerprints, smudges and streaks.
- Replenish towels, linens, bedroom and bathroom amenities and supplies.
- Sweep under bed(s), A/C unit, edges of carpet all around the room and vacuum entire room.
- Clean and sweep balcony and ensure it is free of spider webs and debris.
- Check all room equipment and facilities prior to and after use to ensure they are functioning properly and complete a maintenance slip and report any faulty appliances.
- Check walls and clean where necessary.

- Interact with guests in a professional, helpful manner and provide friendly and courteous customer service.
- Responds to all guest requests appropriately and have complaints or concerns dealt with accordingly.
- Follow procedures for entering and leaving guest rooms.
- Turn on all lights, TV, and open drapes.
- Report immediately all damage and missing items in a room.
- Report, turn in and log all lost and found guest property; absolute respect for guests property should always be exercised.
- Ensure security of pass key and turn in to housekeeping department when shift ends.
- Notify Director of Housekeeping of all rollaways, cribs/pack & play, microwaves, refrigerators in rooms for pick-up and storage.
- Report immediately to the Director of Housekeeping – no luggage, no service needed, sleep outs, extra guests and anything unusual.
- Practice safety standards at all times including constant awareness of safety hazards (e.g. broken glass, frayed electrical cords, leaks, broken locks and suspicious activity) and report to appropriate department.
- Report any maintenance problems, faulty equipment, safety hazards, accidents, or injuries to the Director of Housekeeping.
- Practice safe work habits, read warning labels, wear protective safety equipment and follow MSDS and OSHA standards when handling, cleaning and disposing contaminated linen, BBP etc. and using cleaning chemicals.
- Follow and ensure compliance of all company safety and security policies and procedures and use equipment and chemicals in accordance with hotel's safety procedures.
- Communicate with the Inspector/Inspectress, Supervisor, Supervisor Lead and Management on the status of all cleaned rooms.
- Keep room cart clean, orderly and remove linen at the end of each shift and store in the linen/supply closet.
- Be respectful of guests in their rooms and be quiet on the floors.
- Be courteous and helpful to guests and fellow associates at all times.
- When leaving the room leave lights on for inspector/inspectress, supervisor.
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and nametag.
- Any other tasks/duties requested or assigned by Management.

Skills and Specifications:

- Excellent time management skills.
- An extremely honest person with high levels of integrity.
- A keen eye for details.
- Ability to communicate effectively.
- Become familiar with proper use of cleaning chemicals and be able to read and understand labels on chemical bottles and work with cleaning chemicals.

- Ability to operate and work with a variety of cleaning equipment.
- Ability to stand and walk for extended periods of time throughout the day.
- Ability to push, reach, stand, stoop, kneel, bend, and lift items weighing up to 30 pounds repetitively during entire shift.
- Should possess and display high levels of energy since the job demands that you operate on at least 16 rooms a day depending on the size of the workforce
- Must be flexible with scheduling and willing to work days, nights, weekends and holidays.

Education and Qualifications:

- High school diploma or its equivalent
- Housekeeping experience desirable

Interested persons should contact Oreta Durakli at odurakli@clarionphl.com

I have carefully read and understand the contents of this job description. I further understand that Management reserves the right to revise this job description to ensure the efficiency and quality of the department and the hotel.

Employee Signature

Date