



Houseman/Houseperson

Department

Housekeeping

Supervisors: Executive Housekeeper, Front Office Manager, General Manager

Job Summary

To supervise the cleanliness and the appearance of all front and back of house areas including all exterior public space as required by supervisors. Carry out their assignments in accordance with established standards. Responsible for housekeeping as requested including but not limited to stripping rooms and resetting rooms to standard if needed. Handle any necessary after hours limited work orders and those that are beyond the scope make sure they are referred to Maintenance Staff. Any other duties as assigned or required.

Duties and Responsibilities

General

- Cleans drink and vending machines and all surrounding areas.
- Empties all trash receptacles and ashtrays in corridors and public areas.
- Cleans all outside area walkways; sweeps stairways and landings; cleans railings and washes all EXIT doors.
- Washes windows as per schedule.
- Cleans elevators, tracks, chrome, and stainless steel.
- Spot-cleans walls and doors; removes cobwebs; cleans fire extinguishers.
- Wipes baseboards, railings, phones, walls, and vending areas.
- Vacuums all public area rugs and public space corridors and shampoos carpets.
- Polishes/cleans lobby floor as per schedule.
- Checks lobby area and public restrooms frequently for cleanliness and replenishes especially when functions are being held.
- Vacuums behind Front Desk and cleans offices
- Cleans all bathrooms
- Cleans front lobby
- Scrubs public bathroom floor at least once a week with proper cleaning solution
- Patrols pool area, patio and grounds—cleans tables, empties garbage, cleans workout facilities.
- Wears protective equipment provided by property when needed
- Fills out maintenance work order forms notifying maintenance and housekeeping of any maintenance problems.
- Reports any security or safety issues.
- In the evening checks all storage or back of house doors to see if they have been properly secured.
- In the evening secures housekeeping office and laundry when not present in immediate area.
- In the evening reports people loitering in halls or other areas to MOD.

- In the evening reports any unattended guest requests to Night Manager before leaving.
- All other duties as assigned.
- Proper setting of meeting room facilities and cleaning after functions to include any pre-set work requested by sales manager, FOM or GM.
- Cleans meeting rooms as needed and makes sure that doors are secured before leaving if functions are complete.
- Checks to make sure all storage areas and linen rooms in a clean and satisfactory condition, as well as, stocked with needed items.
- Assists with guest requests including but not limited to special requests, HHonors requests, delivery of mail, guest items, luggage etc.

Job Requirements

- Requires walking and standing for entire shift
- Requires ability to perform light physical labor: Lifting, Reaching, Bending, Stretching, and Handling.
- Requires the ability to lift 25-30 pounds infrequently.
- Requires ability to communicate orally with guests and co-workers: Talking and Hearing.
- Must have excellent communication and interpersonal skills with the ability to interact with many types of personalities
- Must display very good organization and time management skills
- Must be able to walk and climb/descend stairs approximately 50% of the time
- Must be able to frequently kneel, reach, crawl, and twist torso as needed to accomplish required tasks.
- To always maintain a high standard of personal hygiene and appearance

Acknowledgement

As an employee of Crown Hotel and Travel Management, I acknowledge that I have accepted the position outlined in the above job description. Any violations may be considered grounds for disciplinary action up to and including suspension, pending investigation, and possible termination.

Print Name (Employee)

Signature (Employee)

Date

FOM/General Manager

Signature

Date