

ShieldHOTELS

Position Title: Houseperson

Reports To: Executive Housekeeper

Date Written/ Revised: 3/21/2025

Position Purpose:

The Hotel Houseperson is responsible for maintaining the cleanliness and overall appearance of the hotel's public areas, assisting housekeeping staff, and ensuring guests have a comfortable and pleasant stay. This role requires attention to detail, physical stamina, and a commitment to excellent customer service.

Examples of Duties:

- Maintain cleanliness of hotel public areas, including lobbies, hallways, elevators, stairwells, and restrooms.
- Assist housekeeping staff by delivering linens, toiletries, and other supplies to guest rooms as needed.
- Remove trash and dispose of it properly in designated areas.
- Ensure hallways and common areas are free of clutter and debris.
- Assist in setting up and breaking down meeting rooms and banquet spaces as required.
- Respond promptly to guest requests and report any maintenance issues to the appropriate department.
- Replenish supplies in public areas such as restrooms and fitness centers.
- Assist in deep cleaning projects and seasonal maintenance tasks.
- Adhere to hotel safety and security policies to ensure a safe environment for guests and staff.
- Provide exceptional customer service by greeting guests and responding to inquiries in a friendly manner.
- Replenish linen closets to ensure ample supplies are available for Room Attendants

Other:

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- Regular attendance in conformance with the standards, that may be established by Shield Hotels from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the Hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with Shield Hotels rules and regulations for the safe and efficient operation of Hotel Facilities. Employees who violate Hotel Rules and Regulations may be subject to disciplinary actions, up to and including termination of employment.
- Complete all other duties as assigned

Specific Job Knowledge, Skills, and Abilities:

- Previous experience in housekeeping or janitorial services is a plus but not required.
- Strong attention to detail and the ability to work independently.
- Good communication and customer service skills.
- Physical ability to lift, push, and pull heavy items and stand or walk for extended periods.

Grooming Standards:

All employees must maintain a neat, clean and well-groomed appearance in line with handbook standards, as well as food and beverage health and safety standards.