

ShieldHOTELS

Position Title: Room Attendant

Reports To: Executive Housekeeper

Date Written/ Revised: 3/21/2025

Position Purpose:

To clean and stock guest rooms to ensure Shield Hotels' high standards of cleanliness.

Examples of Duties:

- Clean bathtub, toilet, sink, walls, mirrors, tiles, counters, and floor surfaces using cloths, mops sponges, brushes, and/or cleaning agents by extending arms over head, bending and stooping.
- Strip and make beds, changing bed linens which may require lifting bedspreads weighing a maximum of 50 lbs
- Dust all furniture, pictures, drawers, window ledges, and shelves thoroughly
- Push and pull vacuum throughout entire room and empty trash
- Replenish amenities, linens, and supplies in guest room
- Sign for room keys, retrieve, push to assigned rooms and restock heavy cart. Visually inspect room for cleanliness and appearance and signify completion for room.
- Respond in a timely manner to guest requests for items such as an iron, safety instructions, assistance, direction, and/or other information as requested
- Report all suspicious persons, activities or hazardous conditions to the Security Department
- Turn in all items found in employee's working area to Hotel Lost and Found department.
- Other duties as assigned such as assisting the Housekeeping Aide/Laundry Staff when requested.

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Other:

- 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.

Specific Job Knowledge, Skills, and Abilities:

- Ability to push and/or pull equipment weighing up to 100 lbs.
- Ability to scrub and scour surfaces, extending arms over head to perform cleaning tasks, and work in confined spaces.
- Ability to communicate effectively with other employees, as well as guests.
- Ability to follow instructions, directions, and meet deadlines, including the thorough cleaning of a minimum of 16 rooms as specified by management.
- Basic ability to comprehend English language sufficient to understand information such as labels and instructions and basic guest requests.

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.