

**POSITION DESCRIPTION**

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**JOB TITLE:** Room Attendant (Full-Time)

**DEPARTMENT:** Housekeeping

**REPORTS TO:** Floor Supervisor

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**ESSENTIAL PURPOSE:** To provide cleaning services in, and ensure safety, order, and provision of all assigned guest rooms.

**ESSENTIAL DUTIES:**

- To communicate all guest requests to an appropriate supervisor in a timely and professional manner.
- To satisfactorily perform routine housekeeping tasks in guest rooms, including vacuuming, mopping, dusting, and straightening; cleaning and disinfecting bathrooms; replacing linens and towels; and replenishing amenities, according to standards established by the Director of Housekeeping.
- To satisfactorily meet the performance and production standards established by the hotel from time to time, including, but not limited to, completing the assigned number of rooms in accordance with the quality standards set forth by the department.
- To correctly document room status and linen usage on maid sheet, as directed.
- To perform deep cleaning tasks, as scheduled and assigned.
- To promptly report any deficiencies and maintenance needs in guest rooms.
- To assist other Room Attendants, as directed, in the completion of their work.
- To maintain the cleanliness and order of linen closets, and promptly report any discrepancies or problems.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.

- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- To handle, store, and label all hazardous substances according to state and federal regulations.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

**JOB KNOWLEDGE & EDUCATIONAL LEVEL:** Able to speak, read, and write basic English, and to follow simple verbal and written instructions. Able to read and understand chemical labels. Previous experience in hotel Housekeeping preferred.

**SKILLS AND APTITUDES:** Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Courteous, friendly manner. Good verbal communication skills. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

**WORKING CONDITIONS:** Works indoors throughout shift, in temperature-controlled, clean, and well-lighted guest rooms. Exposed to weather conditions enroute to work areas. Bi-level structures. Extensive facility. Moderate Exposure to hazardous substances and fumes. Possible exposure to blood-borne pathogens.

**PHYSICAL DEMANDS:** Stands and walks moderate to long distances throughout shift. Bends, stoops, and reaches to perform routine job tasks. Routinely required to handle and move objects weighing up to 40 lbs. over moderate distances. Flexibility and good reflexes required. Frequent use of stairs, daily.

**IMPACT OF DECISION:** Decisions directly impact the hotel's ability to provide guests with attractive, clean, and hygienic rooms. Poor decisions may result in guest dissatisfaction and loss of revenues, due to inefficient or improper work, unsafe work practices, or improperly handled customer service situations.

**GENERAL:** Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

**JOB CLASSIFICATION:** The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or

discontinue the policies, practices and benefits described in the handbook at any time and without notice.

**NON-EXEMPT POSITION:** Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

**AT-WILL EMPLOYMENT:** The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

\_\_\_\_\_  
Employee's name (please print)

\_\_\_\_\_  
Employee signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor signature

Date: \_\_\_\_\_