

POSITION DESCRIPTION

JOB TITLE: Lead House Attendant (Full-Time)

DEPARTMENT: Housekeeping

REPORTS TO: Housekeeping Manager; Director of Rooms

ESSENTIAL PURPOSE: To assist in the coordination of all Housekeeping operations on a daily basis with the primary focus on the House Attendant supervision and inventory controls. To ensure that all departmental policies and procedures are adhered to by all employees at all times.

ESSENTIAL DUTIES:

- To transport linen, amenity caddies, paper boxes and any other needed supplies to all Housekeeping closets prior to the start of the Room Attendant's shift and to return amenity caddies and paper boxes to the Laundry at the end of the day.
- To direct, supervise, delegate and follow-up on all Housekeeping operations on a daily basis.
- To provide consistent and effective training and feedback to all House Attendants and to follow-up with employees regarding training and to recommend training to the Housekeeping Manager based on observation or evaluation.
- To inspect, on a daily basis, guest rooms, public areas, and offices, as needed and/or instructed to ensure all Hotel and Departmental standards for cleanliness are being met on a consistent basis.
- To organize, maintain and control the inventory of all Housekeeping closets. Inventories should be conducted regularly for Housekeeping Manager.
- To make sure all cribs and rollaway beds are easily accessible.
- To ensure close communication with Banquet Department to coordinate the availability and use of company trucks for the purpose of transporting supplies when needed.
- To coordinate House Attendants' in-room support services of stripping linens and taking out trash as needed with the Housekeeping Supervisor or Manager.

- To remove trash and dirty linen from the closets throughout the day and to ensure that all closets are free from debris at the end of the day.
- To ensure all necessary supplies are available throughout the course of the workday.
- To maintain order of the linen closet as outlined by the Housekeeping Management.
- To be responsible for making sure all cribs and rollaway beds are easily accessible.
- To keep all exterior corridors and common areas of all buildings free of trash, debris, spider webs and other unsightly items.
- To ensure all plumbing closets remain clean and free from trash.
- To strip vacant rooms of dirty linen and trash as assigned.
- To complete general cleaning tasks (including, but not limited to, shampooing of carpets, cleaning of windows, moving of furniture, etc.) and projects as assigned by a Supervisor in a timely fashion without sacrificing the completion of regularly scheduled cleaning duties.
- To assist in the completion of guest requests in a timely fashion, as assigned by a Supervisor.
- To report all maintenance concerns to a Supervisor and/or Engineering for expedient repair and to follow-up to ensure completion.
- To provide a secure environment for all guests and fellow employees by ensuring all guestrooms are locked and all assigned keys are maintained according to departmental procedure.
- To report any suspicious person or situation to a Supervisor immediately for investigation.
- To protect guest confidentiality.
- To maintain the integrity of the Housekeeping closet by ensuring that the doors remain closed and locked at all times.
- To complete all assigned tasks in accordance with all safety procedures as defined by the Temecula Creek Inn at all times and without exception.
- To report any hazardous or unsafe condition immediately to a Supervisor for investigation and follow-up.

- To interact with all guests, supervisors, and fellow employees in a courteous and professional manner at all times.
- To maintain and use all cleaning supplies and equipment in accordance with procedures set forth by the Temecula Creek Inn Housekeeping Department.
- To handle, store and label all hazardous substances according to state and federal regulations.
- To report to work in proper uniform, including own name tag, at shift reporting time on assigned workday according to departmental schedule.
- To follow all procedures regarding punch-in and punch-out for work as defined by the Temecula Creek Inn.
- To follow all procedures regarding attendance, lateness and absence as set forth by the Temecula Creek Inn.
- To maintain Housekeeping Storage, Office, Supply Areas and Laundry in an orderly and professional manner at all times.
- To utilize supplies efficiently to eliminate waste.
- To follow all recycling practices to ensure the Temecula Creek Inn maintains its position as an environmentally conscious member of the community.
- To report all found items to a Supervisor immediately according to Lost and Found procedures established by the Temecula Creek Inn.
- To complete any other task as assigned by a Supervisor.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences or 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 attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: Able to understand, read and communicate basic instructions, warning labels, task assignments and requests in English. Previous hotel experience helpful but not required.

SKILLS AND APTITUDES: Ability to organize, plan and manage time to effectively complete all tasks as assigned. Ability to interact with others in a professional and courteous manner at all times. Works well alone or with others as needed. Ability to meet tight deadlines for completion of job duties. Must be able to adapt quickly to new standards and changes in policy reflecting Temecula Creek Inn's commitment to continued improvement in quality and service.

WORKING CONDITIONS: Ability to work irregular shifts, weekends, holidays and overtime as occupancy and work levels demand. Exposure to the elements (rain, wind, sun, cold, and heat) on a daily basis. May depend on others to help achieve task completion. May be exposed to hazardous substances and or bloodborne pathogens.

PHYSICAL DEMANDS: Stands and walks short to long distances through shift. Bends, stoops, and reaches to perform routine job tasks. Routinely required to handle and move objects weighing up to 50 lbs. over moderate distances. Occasionally required to move objects weighing up to 250 lbs. Over short distances, using appropriate hand trucks and carts. Flexibility and good reflexes required. Ability to safely operate an electric cart. Knowledge of and ability to use extractors floor machines and other cleaning equipment with minimal supervision. Frequent use of stairs daily.

IMPACT OF DECISION: Decisions directly impact the hotel's ability to provide guests with attractive, clean, and hygienic public areas. 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: _____